

Utah's Coordinated Human-Service Public Transportation Plan



Systems Planning & Programming

Transit Team



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Utah's Coordinated Human Service Public Transportation Plan

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This plan has been prepared for the Utah United We Ride Board, with funding from the Utah Department of Transportation. Portions of this plan addressing rural segments of the state of Utah were developed by H.W. Lochner, Inc. in association with Fehr and Peers Transportation Consultants.

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UTDOT
CONNECTING COMMUNITIES

UNITED WE
RIDE
COORDINATING HUMAN SERVICE TRANSPORTATION

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CHAPTER 1: EXECUTIVE SUMMARY

Human Service Transportation programs are specialized transportation services that provide the less mobile members of our community access to their destinations. Examples of Human Service Transportation programs include:

- Senior center vans
- Paratransit services
- Wheelchair equipped buses for the disabled
- Door to door service for those who cannot make it from the door to the curb independently
- Other similar types of transportation

In many communities, services such as these are critical for people who cannot supply their own transportation. Unfortunately, communities often face challenges meeting the transportation needs of the disadvantaged.

Coordination – the act of multiple agencies working together to meet their client’s various transportation needs – has been identified by many as a key method for addressing these challenges. In fact, coordination is now a requirement for recipients of federal funding for programs; like the Section 5310 program that supplies buses for seniors and for programs that serve people with disabilities. As an incentive, Congress has authorized increased funding through two new programs. In order to access the funding, however, agencies must be part of a coordinated plan.

Utah’s Coordinated Human-Service Public Transportation Plan will establish the State as an eligible recipient of these new funds, while maintaining it’s eligibility for funds from the Section 5310 program. It does this by:

- Identifying the transportation needs of seniors, people with disabilities, and people with low incomes
- Inventorying available services
- Identifying gaps in service, redundancies, and other service related issues
- Recommending strategies that address the issues to better meet the needs
- Prioritizing strategies for funding and implementation

The Plan was developed following similar, yet separate planning processes for different areas of the State. Statewide issues and rural areas were evaluated as part of the Rural Coordinated Transportation Plan. The areas include:

- Bear River Association of Governments
- Mountainland Association of Governments: Summit and Wasatch Counties
- Uintah Basin Association of Governments
- Six County Association of Governments
- Southeastern Association of Local Governments
- Five County Association of Governments

Urban areas were evaluated by each of the respective Metropolitan Planning Organizations. These include:

- Cache Metropolitan Planning Organization
- Wasatch Front Regional Council
- Mountainland Association of Governments: Utah County
- Dixie Metropolitan Planning Organization.

For quick reference, highlights from each of these areas are provided below.

PLAN HIGHLIGHTS

NEEDS

STATEWIDE NEEDS

- Improve Inter-City Public Transportation Service
- Utilize Existing Resources
- Education

BEAR RIVER AOG NEEDS

- Transportation services within remote rural areas
- Transportation services with extended operating periods
- User friendly services
- Affordable transportation alternatives
- Wheelchair accessibility
- Flexibility in eligibility restrictions
- Access to services across state lines
- Funding for operating expenses and additional services
- Awareness of transit needs on behalf of local elected officials
- Public transportation for independence
- Travel time to major cities
- Protection against inclement weather

MOUNTAINLAND AOG NEEDS

- Transportation to surrounding major cities
- Transportation services for isolated rural areas
- Flexible transportation
- Affordable transportation options
- Disability/senior citizen friendly services
- Education about available services
- It is difficult to ask for help
- Consistency of public transportation
- Travel time to major cities
- Funding and other assistance for operating existing vehicles
- Agency priorities

UINTAH BASIN AOG NEEDS

- Transportation to major cities outside of region
- Transportation within region
- Transportation services for isolated rural areas
- Employment related transportation
- Utilize existing services
- Volunteer efforts
- Education
- Funding for operating expenses and service expansion
- Physical limitations
- Loss of independence

SIX COUNTY AOG NEEDS

- Transportation assistance for individuals with physical limitations
- Intercity transportation to major cities outside of region
- Transportation within region
- Growing senior population
- Flexibility in eligibility restrictions
- Volunteer system
- Funding for operating expenses and service expansion
- Self-reliance
- Fluctuating ridership

SOUTHEASTERN UTAH ALG NEEDS

- Medical transportation
- Flexible non-medical transportation
- Affordable transportation options
- User friendly services
- Transportation services within remote rural areas
- Protection from inclement weather
- Education about – and compliance with – eligibility requirements

FIVE COUNTY AOG NEEDS

- Transportation to surrounding major cities
- Transportation specifically to major employment areas
- Demand-Response transportation
- Affordable transportation alternatives
- Transportation services with extended hours
- Auxiliary services
- Paiute transportation needs
- Funding for operating expenses and recreational transportation
- Eligibility restrictions
- It is difficult to ask for help
- Native American involvement in transportation coordination
- Transportation on the political agenda

DIXIE MPO NEEDS

- Medical transportation
- Access to services located on the outskirts of St. George
- Employment related transportation
- Lack of understanding about liability and eligibility
- Education about available services and assistance
- Political support from local elected officials
- Funding for operating expenses and service expansion

<<Insert additional needs here>>

STRATEGIES AND PRIORITIES

STATEWIDE STRATEGIES AND PRIORITIES

Strategy 1 – Designate and fund a coordination planning position within all Utah AOGs (High)

Strategy 2 – Initiate a statewide education program that highlights the benefits of coordination and gives direction on how to achieve it (Medium)

Strategy 3 – Evaluate intercity public transportation issues at a statewide level and make recommendations for improvements (Low)

BEAR RIVER AOG STRATEGIES AND PRIORITIES

Strategy 1 – Educate service providers (High)

Strategy 2 – Education for potential transit riders (High)

Strategy 3 – Provide sensitivity training for drivers (High)

Strategy 4 – Educate doctors and other medical services personnel (High)

Strategy 5 – Establish transportation services to remote rural areas (Medium)

Strategy 6 – Establish a centralized dispatch within the existing Cache Valley Transit District, UTA, or BRAG to handle incoming requests and to coordinate services of multiple entities (Low)

Strategy 7 – Develop an area-wide public transportation business plan with emphasis on identifying opportunities for coordination (Medium)

Strategy 8 – Expand current services and create new inter-city and intra-city routes (Low)

Strategy 9 – Provide reimbursement for family and volunteers to transport members of the targeted population and provide reimbursement or vouchers for medical aides/volunteers when public transportation is used (Medium)

MOUNTAINLAND AOG STRATEGIES AND PRIORITIES

Strategy 1 – Provide education for potential transit riders (High)

Strategy 2 – Provide education for service providers (High)

Strategy 3 – Establish transportation services within remote rural areas (Medium)

Strategy 4 – Establish an express service between a central location within rural portions of MAG and major surrounding cities (Medium)

Strategy 5 – Provide anonymous financial assistance for members of the targeted population who cannot afford to pay for transportation (Low)

UINTAH BASIN AOG STRATEGIES AND PRIORITIES

Strategy 1 – Educate service providers (High)

Strategy 2 – Education for potential transit riders (High)

Strategy 3 – Provide sensitivity training for drivers (High)

Strategy 4 – Educate doctors and other medical services personnel (High)

Strategy 5 – Expand and utilize Ute tribe transit (High)

Strategy 6 – Establish transportation services to remote rural areas (Medium)

Strategy 7 – Establish a centralized dispatch within the existing transit agencies Ute Tribe Transit, UBAG, etc. to handle incoming requests and to coordinate services of multiple entities (Low)

Strategy 8 – Develop an area-wide public transportation business plan with emphasis on identifying opportunities for coordination (Medium)

Strategy 9 – Expand current services and create new inter-city and intra-city routes (Low)

Strategy 10 – Provide reimbursement for family and volunteers to transport members of the targeted population and provide reimbursement or vouchers for medical aides/volunteers when public transportation is used (Medium)

SIX COUNTY AOG STRATEGIES AND PRIORITIES

Strategy 1 – Educate service providers (High)

Strategy 2 – Educate current and potential transit riders (High)

Strategy 3 – Provide reimbursement for family and volunteers to transport members of the targeted population and provide reimbursement or vouchers for medical aides/volunteers when public transportation is used (Medium)

Strategy 4 – Establish a centralized dispatch for the existing agencies to handle incoming requests and to coordinate services of multiple entities (Medium)

Strategy 5 – Expand current services and create new inter-city routes (Low)

SOUTHEASTERN UTAH ALG STRATEGIES AND PRIORITIES

Strategy 1 – Educate service providers (High)

Strategy 2 – Educate current and potential transit riders (High)

Strategy 3 – Coordinate with public and private transportation providers to extend service to SEUALG (Medium)

Strategy 4 – Educate doctors and other medical services personnel (Medium)

Strategy 5 – Create a reliable system of drivers to provide transportation to outlying areas (Low)

FIVE COUNTY AOG STRATEGIES AND PRIORITIES

Strategy 1 – Incorporate remote rural towns into the routes of large inter-city transportation services (High)

Strategy 2 – Improve existing transportation services, including improving auxiliary facilities and extending routes (Low)

Strategy 3 – Consider opportunities to incorporate Paiute reservations into existing transportation services (High)

Strategy 4 – Provide education for both the target population and service providers (High)

DIXIE MPO STRATEGIES AND PRIORITIES

Strategy 1 – Conduct regularly scheduled human service public transportation coordination meetings (immediate)

Strategy 2 – Educate service providers & local elected officials about the benefits of coordination, opportunities to coordinate, and issues associated with coordination (immediate)

Strategy 3 – Facilitate opportunities for service providers to pool resources (short term)

Strategy 4 – Discuss NEMT services and issues with Division of Healthcare Financing (short term)

Strategy 5 – Explore opportunities to utilize JARC and New Freedom funds to expand existing Fixed Route and Paratransit services (short term)

Strategy 6 – Establish a Rural Planning Organization (long term)

Strategy 7 – Establish a regional transit authority (long term)

<<Insert additional strategies and priorities here>>

EXTRAS

No plan would be complete without a good set of appendices. Utah's Coordinated Human-Service Public Transportation Plan includes two such appendices.

Appendix A: Coordination Tool box is a tool box that contains:

- Agency Contact Lists
- Examples of interagency agreements and other legal templates relating to coordination
- CCAM Final Policy Statement on Coordinated Human Service Transportation Planning
- CCAM Final Policy on Vehicle Resource Sharing

Appendix B is the survey that was used as part of the RCTP planning process.

These resources are provided for use in future coordination efforts. Practitioners, AOG and MPO planners, service providers and human service agencies will find these materials helpful as they pursue the strategies identified in this plan.

CHAPTER 2: INTRODUCTION

Utah's Coordinated Human-Service Public Transportation Plan is the first of such plans developed in the State of Utah. Although practitioners have applied the concept of planning for coordination of human-service transportation programs for many years, it was not until the passage of Safe, Accountable, Flexible, Efficient, Transportation Equity Act, A Legacy for Users (SAFETEA-LU) in 2005 that coordination became a requirement. This chapter answers some basic questions about SAFETEA-LU requirements for coordination planning and provides information on how the plan is organized. For simplicity, the information presented in this chapter is organized into a question and answer format.

WHAT IS A COORDINATED HUMAN-SERVICE PUBLIC TRANSPORTATION PLAN?

A coordinated human-service public transportation plan is a document to help guide local decision makers and service providers with improving community transportation systems by:

- Identifying the transportation needs of individuals with disabilities, senior citizens, and people with low-incomes
- Providing strategies to meet local needs
- Identifying priority transportation services for funding and implementation.

WHY IS UDOT DEVELOPING SUCH A PLAN?

The Utah Department of Transportation (UDOT) has partnered with United We Ride, a federal interagency initiative, to develop a coordinated human-service transportation plan for Utah that allows the state to be eligible for new funding sources for human-service public transportation programs and provides continued access to funds available through the Elderly Individuals and Individuals with Disabilities Program (Section 5310). These new funding sources were made available through the most recent transportation funding bill called SAFETEA-LU.

WHAT IS SAFETEA-LU AND HOW DOES IT RELATE TO THIS PLAN?

On August 10, 2005, President George W. Bush signed into law the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). With guaranteed funding for highways, highway safety, and public transportation totaling \$286.4 billion, SAFETEA-LU represents the largest surface transportation investment in United States history.

NEW FUNDING

SAFETEA-LU provides funding for three human-service transportation programs administered by the Federal Transit Administration (FTA):

- Job Access Reverse Commute Program (Section 5316)
- New Freedom Program (Section 5317)
- Elderly Individuals and Individuals with Disabilities Program (Section 5310)

These three federal programs provide formula funding for states and communities and are targeted to enhance transportation services for specific populations who depend on alternative transportation options for their day-to-day mobility. In addition, SAFETEA-LU enacts President Bush's Executive Order on Human Service Transportation Coordination (EO 13330), signed on February 24, 2004, which mandates coordination among human service transportation programs.

COORDINATION PLANNING REQUIREMENT

SAFETEA-LU requires the development of a coordinated human-service public transportation plan for individuals with disabilities, low-incomes and senior citizens. The legislation instructs state agencies to develop the plan "through a process that includes representatives of public, private, and non-profit transportation and human-service providers" including "participation by members of the public." The Utah Coordinated Human-Service Public Transportation Plan is being developed to fulfill these requirements, thereby identifying opportunities to improve coordination among transportation and human-service providers in Utah.

WHAT IS THE HISTORY LEADING UP TO THE SAFETEA-LU REQUIREMENT FOR COORDINATION?

According to the *Tool Kit for Rural Community Coordinated Transportation Services*, the concept of coordinating transportation services first emerged in a formal setting in the 1960s and 1970s. As early as 1964, the special service requirements for elderly and "handicapped persons," included in the Federal Urban Mass Transportation Act, formed the beginning of a long list of human-service transportation programs.

By 2003, over 62 human-service transportation programs were identified in a Federal Government Accountability Office (GAO) regulatory review. The GAO report identified the following:

- There was no single law or statute that generated a comprehensive federal human-service transportation program
- There was not uniformity in program delivery, reporting, and eligibility requirements, therefore each program had developed its own idiosyncratic regulations, eligibility requirements, and operating procedures
- Many federal human-service transportation programs were unknowingly funding the same type of service as other federal programs
- At least 37 programs provided reimbursement to consumers for transportation expenses incurred as part of accessing employment, health care, or other specific types of services
- At least 26 programs either funded the purchase or operation of vehicles or facilitated contractual arrangements with existing providers for vehicles
- At least eight programs provided transportation to schools.

The GAO report concluded that coordination was an important management strategy to address these issues and the increasing number of human-service transportation programs. In response to the GAO report and other factors, President Bush established the Federal Interagency Coordinating Council on Aging and Mobility (CCAM) through EO 13330. The

Executive Order designated CCAM as the entity responsible for coordinating the 62 federal programs identified in the GAO report.

In addition, the Executive Order requires CCAM members work together to provide the most appropriate, cost effective services utilizing existing resources and to reduce duplication, which allow funds to be available for additional services. CCAM seeks to simplify access to transportation services for persons with disabilities, persons with low-incomes, and senior citizens.

WHAT IS THE UNITED WE RIDE INITIATIVE?

To implement Executive Order 13330, CCAM launched the United We Ride initiative and website (www.unitedweride.gov). United We Ride is a federal interagency initiative supporting states and their localities in developing coordinated human-service public transportation plans. United We Ride helps communities break down barriers between programs and sets the stage for local transportation partnerships. By working with states and communities to address gaps and needs related to human-service transportation, United We Ride helps local agencies develop and execute action plans.

The United We Ride initiative includes:

- Help Along the Way: This technical assistance program provides hands-on assistance to states and communities in coordinating their human-service transportation programs.
- A Framework for Action: This self-assessment tool provides states and communities with a roadmap to identify areas of success and areas where improvement is still needed.
- State Coordination Grants: State Coordination Grants are available to states for human-service transportation coordination efforts.

WHAT IS COORDINATION?

Coordination of transportation services is a process in which two or more organizations (who may not have worked together previously) interact to jointly accomplish their transportation objectives. Coordination results in improved resource management and improved cost-effectiveness in service delivery.

Coordination works by eliminating inefficiencies within disparate operations and service patterns often resulting from a multiplicity of providers. When appropriately applied, coordination can lead to significant cost savings for providers and programs. Citizens with transportation needs often benefit from greater access and mobility and higher quality services. Coordination is recognized as one of the best ways to improve mobility, even when resources are limited.

WHAT ARE THE BENEFITS OF COORDINATION?

Coordination can lower the costs of providing services by addressing inefficiencies in the current use of transportation resources. Most communities apply these cost savings to increase the number of trips served, thus increasing overall service effectiveness. The combination of increased efficiency and increased effectiveness can create lower unit costs, such as costs per

trip, per mile, or per hour. Benefits commonly observed from coordinated transportation services include:

- Lowered trip costs for travelers and human-service agencies
- Extended service hours
- Service to new areas or new communities
- Increased ridership
- Improved service to customers regarding schedules, points of origin, and destinations
- Improved safety and customer service
- Expanded door-to-door service
- More flexible payment and service options.

WHAT ARE THE ELEMENTS OF THE PLAN?

This plan includes the following five key elements, as required under FTA guidelines for coordination planning:

1. An assessment of available services and identification of current providers
2. An assessment of transportation needs for individuals with disabilities, senior citizens, and people with low incomes (referred to in this plan as the targeted population)
3. An evaluation of gaps in service and of other opportunities for improving transportation services
4. Strategies and/or activities to address the identified gaps and to achieve efficiencies in service delivery
5. Implementation priorities.

Elements 2 and 3 are combined under the needs identification section of Chapter 4.

WHAT IS THE SCOPE OF UTAH'S COORDINATED HUMAN SERVICE PUBLIC TRANSPORTATION PLAN?

As a statewide effort, this plan evaluates the existing human service public transportation system and makes recommendations for improving service through coordination and other relevant strategies. The plan makes recommendations for strategies and activities that can be implemented by local agencies and the State. While the plan specifically analyzes gaps and redundancies in the existing human service public transportation system, it should be highlighted there are numerous agencies throughout the state making a commendable effort to provide transportation services to the target population. This plan does not set out to criticize these efforts, but is designed to suggest ways coordination can be employed to increase the efficiency and effectiveness of the current human service public transportation system.

The geographic scope of the plan comprises the entire state, including rural and urban areas. In general, rural areas are defined as all areas outside MPO boundaries, and urban areas are defined as all areas inside Metropolitan Planning Organization (MPO) boundaries. Rural areas were evaluated by Association of Governments (AOG) boundaries. The plan for the rural areas of Utah is referred to as the Rural Coordinated Transit Plan (RCTP).

The specific geographic areas of the plan are:

- Rural Areas or RCTP
 - o Bear River Association of Governments
 - o Mountainland Association of Governments: Summit and Wasatch Counties
 - o Uintah Basin Association of Governments
 - o Six County Association of Governments
 - o Southeastern Association of Local Governments
 - o Five County Association of Governments
- Urban Areas
 - o Cache Metropolitan Planning Organization
 - o Wasatch Front Regional Council
 - o Mountainland Association of Governments: Utah County
 - o Dixie Metropolitan Planning Organization.

HOW IS THE PLAN ORGANIZED?

The plan includes:

- An executive summary (Chapter 1)
- An introduction (Chapter 2)
- A chapter on methodology (Chapter 3)
- A chapter on the findings of the study (Chapter 4).

The methodology and findings chapters of the plan are organized geographically, as described above.

HOW WAS THE PLAN DEVELOPED?

The plan was developed in close coordination with Utah's United We Ride Workgroup and the UDOT Public Transit Team. MPO staff developed the technical work for urban areas, and a consultant contracted by UDOT developed the technical work for rural areas. Detailed information about the methods used to develop each section of the plan is included in Chapter 3: Methods.

CHAPTER 3: METHODS

Utah's Coordinated Human-Service Public Transportation Plan was developed through a variety of means. Portions of the plan addressing urban areas were developed by the corresponding Metropolitan Planning Organizations (MPOs), which provide transportation planning services for those areas. The rural portions of the plan were developed by a consultant hired by UDOT. Because the methods applied by the MPOs and by the consultant differ from each other, this chapter is broken down into sections for each entity and includes the following:

- Methods applied by consultant for the Rural Coordinated Transportation Planning process
- Methods applied by Cache Metropolitan Planning Organization
- Methods applied by Wasatch Front Regional Council
- Methods applied by Dixie Metropolitan Planning Organization.

All sections of the plan were developed following FTA guidance and requirements.

FTA GUIDANCE & REQUIREMENTS

As of October 2006, at the onset of this plan, FTA had not yet finalized guidance for developing a coordinated human service public transportation plan. As such, this plan relies upon the requirements outlined in Proposed Circular FTA C 9070.1F, made available for review on September 6, 2006. The Proposed Circular states projects selected for funding under Section 5310, 5316 and 5317 "must be derived from a locally developed, coordinated public transit-human services transportation plan that minimally includes the following elements at a level consistent with available resources and the complexity of the local institutional environment:

- An assessment of available services that identifies current providers (public, private, and non-profit)
- An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes
- Strategies and/or activities to address the identified gaps and achieve efficiencies in service delivery
- Relative priorities for implementation based on resources, time, and feasibility for implementing specific strategies/activities identified".

METHODS APPLIED BY CONSULTANT FOR THE RURAL AREAS

OVERVIEW

The Rural Utah Coordinated Public Transit Human Service Transportation Plan (Rural Coordinated Transit Plan or RCTP) evaluates public transportation services in the rural areas of Utah. The RCTP focuses on services for senior citizens, individuals with disabilities and low-income individuals (referred to as the targeted population). The RCTP is broken down into Association of Government (AOG) areas, which includes Bear River AOG, the rural portions of Mountainland AOG, Uintah Basin AOG, Southeastern Utah ALG, Six County AOG, and Five County AOG. The RCTP does not include the Wasatch Front Regional Council (WFRC), Dixie MPO, Cache MPO, or

Utah County. These areas were evaluated by the MPOs. Detailed information about the methods applied by the MPOs can be found in the following sections of this chapter.

The objectives of the RCTP are to:

- Educate stakeholders about the benefits of coordination through public outreach
- Meet the requirements set forth by the FTA.

The following sections outline how these study objectives were met.

PUBLIC OUTREACH

Based on SAFETEA-LU, the RCTP is required to be “developed through a process that includes representatives of public, private, and non-profit transportation and human service providers and participation by members of the public.” Primary information for the plan was collected directly from stakeholders within the rural communities of Utah. The information was collected through:

- Focus Group Meetings
- Regional Workshops
- Coordination with American Indian Tribes
- Other Outreach Materials Including a Website, E-mail Address, and Toll-free Hotline.

FOCUS GROUP MEETINGS

Focus group meetings were developed through close coordination with local service providers to ensure:

- Focus group participants (members of the targeted population) had transportation to the meetings
- Participants were given the necessary support to feel comfortable discussing their transportation needs at these meetings
- The meetings included a representative distribution of the targeted population.

The following are characteristics of the focus group meetings.

Objective: The objective of focus group meetings was to gain input from members of the targeted population who rely on public transportation to access human services.

Targeted Audience: Representatives from local service providers were contacted and asked to nominate one or more participants to attend the focus group meetings. Attendees were selected to reflect the relative distribution of the targeted population residing within the geographic area represented by the focus group. In cases when members of the focus group required special assistance or support, their service providers and/or caretakers were asked to attend and participate in the focus group meetings as well.

Meeting size and number of attendees: The size and number of focus group meetings held in each AOG was based on the size and distribution of the targeted population within each AOG. Data from the 2000 US Census in conjunction with population estimates for the year 2005 supplied by the Utah Governor's Office of Planning and Budget (GOPB) was used. The

population distributions from the 2000 data were expanded to the year 2005 figures by applying the annual average growth rate between the two periods. In MPO areas, the approximate year 2005 MPO population was obtained from the local MPO and adjusted to account for only the rural population. The estimates helped determine the size and number of focus group meetings to hold in each AOG. The margin of error caused by applying broad growth rates and by not accounting for differences in population distributions in urban versus rural areas was accounted for by adjusting the size and distribution of populations represented by each of the focus groups, where necessary. The focus group meetings ranged in size reaching as large as 35 attendees. The number of focus group meetings in each AOG ranged from two to five meetings.

Location: Focus group meetings were held at local service provider sites or other logical public facilities. Locations along established public transit routes that are ADA accessible were chosen whenever possible.

Duration: Focus group meetings were conducted within a one to two hour period.

Activities: Focus group meetings were facilitated by one or two members of the RCTP Consulting Team. For meetings with more than 15 participants, attendees were separated into teams of 5 – 15 people. For these meetings, a questionnaire was prepared which covered the first four components of the plan: client needs, available services, transportation issues, and coordination strategies. This questionnaire was used to guide the dialogue.

The following is a list of focus group meetings held throughout the State of Utah.

TABLE 1: FOCUS GROUP MEETINGS

Location	Date	Time	No. of attendees*	Notes
Bear River AOG				
Brigham City Senior Center 24 N. 300 W. Brigham City, UT	12/17/06	10:00 – 11:30 a.m.	7	All meeting attendees represented the senior population.
Tremonton Senior Center 150 Tremont Street Tremonton, UT	12/17/06	3:00 – 4:00 p.m.	7	All meeting attendees represented the senior population. Some seniors were low income and/or disabled.
Lincoln Center 271 N. 100 West Brigham City, UT	1/17/07	9:00 – 10:30 a.m.	10	All population groups were represented at this meeting.
Richmond City Offices 6 W. Main Street Richmond, UT	1/17/07	2:00 – 3:30 p.m.	6	All population groups were represented at this meeting.
Five County AOG				
Panguitch Senior Citizens Center 55 S. Main Street Panguitch, UT	02/12/07	2:00 – 3:30 p.m.	3	All of the meeting attendees were service providers and represented the senior population.
City Library Multi-purpose Room 374 N. Main Street Kanab, UT	02/13/07	10:00 – 11:00 a.m.	1	Focus group was poorly attended, but after the focus group meeting, the facilitators were invited to attend a luncheon at the Kanab Senior Center. At the luncheon a discussion was held with approximately 20 seniors.
Hurricane Senior Citizens Center 95 N. 300 W. Hurricane, UT	02/13/07	3:00 – 4:00 p.m.	16	Strong representation from the senior/disabled population. Five of the meeting attendees were service providers.

Utah's Coordinated Human-Service Public Transportation Plan

Location	Date	Time	No. of attendees*	Notes
Cedar City Senior Citizens Center 489 E. 200 S. Cedar City, UT	02/14/07	10:00 – 11:00 a.m.	18	Strong representation from both the disabled and low-income populations. Four of the meeting attendees were service providers.
Beaver Senior Citizens Center 81 E. Center Street Beaver, UT	02/14/07	3:00 – 4:00 p.m.	5	The disabled and low-income populations were not represented at this meeting. Two of the meeting attendees were service providers.
Mountainland AOG				
Coalville Courthouse 60 N. Main Street Coalville, UT	01/31/07	9:00 – 10:30 a.m.	5	All population groups were represented. All of the meeting attendees were service providers.
Heber Senior Center 465 E. 1200 S. Heber, UT	01/31/07	2:00 – 3:30 p.m.	10	Nine of the meeting attendees represented the senior population. One of the meeting attendees was a service provider for the low-income population.
Southeastern Utah ALG				
Department of Workforce Services 457 Kane Creek Boulevard Moab, UT	02/20/07	2:30 – 3:30 p.m.	10	The majority of the meeting attendees were service providers. All population groups were represented.
Blanding Employment Center 544 N.100 E. Blanding, UT	02/22/07	1:00 – 2:00 p.m.	5	Three service providers were present at this meeting. All population groups were represented.
Southeastern AOG Offices 375 S. Carbon Avenue Price, UT	02/22/07	9:00 – 10:30 a.m.	14	Five meeting attendees were service providers. The senior and disabled populations were represented.
Uintah Basin AOG				
Uintah Basin AOG Offices 330 E. 100 S. Roosevelt, UT	01/24/07	2:00 – 3:30 p.m.	35	Five meeting attendees were service providers. There was strong representation from the disabled community at this meeting. The other population groups were also represented.
Golden Age Senior Center 155 S. 100 W. Vernal, UT	01/25/07	2:00 – 3:30 p.m.	30	Six of the meeting attendees were service providers. There was strong representation from the disabled community at this meeting. The other population groups were also represented.
Six County AOG				
Ephraim City Building 5 S. Main Street Ephraim, UT	02/27/07	10:00 – 11:30 a.m.	6	Three of the meeting attendees were service providers. The senior and disabled populations were well represented.
Delta City Municipal Building - City Council Chambers 76 N. 200 W. Delta, UT	02/27/07	3:00 – 4:30 p.m.	4	The disabled and low-income populations were represented at this meeting.
Wayne County Community Center 90 W. Center Street Loa, UT	02/28/07	2:00 – 3:30 p.m.	6	Two of the meeting attendees were service providers. The disabled and senior populations were represented at this meeting.
Six County Association of Governments 683 N. Main Street Richfield, UT	03/01/07	10:00 a.m. – 12:00 p.m.	4	Two of the meeting attendees were service providers. The disabled and senior populations were represented at this meeting.

*Does not include meeting facilitators

REGIONAL WORKSHOPS

Service providers (public, private, and non-profit) and AOG staff were integrated into the planning process through regional workshops. Following is a description of the characteristics of the regional workshops.

Objectives:

- Initiate coordination among service providers and AOG representatives
- Distribute surveys to service providers (a copy of the survey and cover letter is included in Appendix B)
- Bring information gained at the local level to the attention of service providers and AOG staff, and document their responses
- Gather information from service providers and AOG staff related to the five elements of the study.

Targeted Audience: Regional workshops focused on service providers and AOG staff. Invitations were sent to service providers requesting the agency send one or more representatives to attend a workshop. It was requested that the representative(s) who attended the workshop be involved in the provision of transportation for their organization, and/or be familiar with the transportation needs of their clients.

Size: Regional workshops included between 13 – 22 representatives from local service providers and AOG staff.

Regional Workshops per AOG: One workshop was held in each AOG.

Location: Regional workshops were held in a location convenient for the majority of the individuals who were invited to attend.

Duration: Regional workshops were conducted within a two to four hour period.

Activities: The regional workshops were facilitated by two to three members of the RCTP Consulting Team and supported by the local AOG staff. Information gained during focus group meetings was presented to workshop attendees. In addition, workshop attendees engaged in a series of activities which supplied insight into each of the five elements of the plan. Detailed notes were kept to document information provided during the workshop.

Following is a list of workshop meetings that were held throughout the State of Utah.

TABLE 2: REGIONAL WORKSHOP MEETINGS

Location	Date	Time	Approx no. of attendees*	Notes
Bear River AOG				
Logan Justice Building 290 N. 100 W. Logan, UT	1/18/07	9:00 a.m. – 12:00 p.m.	15	Service providers representing disabled, low-income and seniors were present.
Five County AOG				
Cedar City Offices 10 N. Main Street Cedar City, UT	02/15/07	1:00 – 4:00 p.m.	22	Service providers representing disabled, seniors and low-income individuals were present.
Mountainland AOG				
Sheldon D. Richins Building 6505 North Landmark Drive Park City, UT	02/01/07	2:00 – 5:00 p.m.	13	Service providers representing disabled, seniors and low-income individuals were present.
South East AOG				
Southeastern AOG Offices 375 S. Carbon Avenue Price, UT	02/23/07	12:00 – 4:00 p.m.	18	Service providers representing disabled, seniors and low-income individuals were present.
Uintah Basin AOG				
Uintah Basin AOG Offices 330 E. 100 S. Roosevelt, UT	01/26/07	9:00 a.m. – 12:00 p.m.	16	Services providers representing disabled, seniors and low-income individuals were present. Representatives from the Ute Tribe were also present.
Six County AOG				
Six County AOG Offices 683 N. Main Street Richfield, UT	03/01/07	1:00 – 4:00 p.m.	20	Service providers representing disabled, seniors and low-income individuals were present.

*Does not include meeting facilitators

COORDINATION WITH AMERICAN INDIAN TRIBES

Utah is home to five recognized American Indian Tribes. Within the five Tribes, there are seven different governing bodies:

- Northwest Band of the Shoshone
- Ute Tribe (Uintah and Ouray Reservation)
- White Mesa Ute Mountain Ute Tribe
- Navajo Nation (Utah Commission)
- Skull Valley band of Goshute Indians
- Goshute Indian Tribe
- Paiute Indian Tribe (located in both Five County and Six County AOG)

As part of the development of the rural element of the coordinated transportation plan, American Indian tribes were consulted. Staff contacts from within the planning and health administration programs were obtained from the State of Utah Indian Health Liaison for each governing body. The contacts were initially consulted by the RCTP team, who arranged meetings with representatives from the tribe to discuss the RCTP process and determine the tribe's interest level of involvement in the project.

Arrangements were made with the tribes to meet based on their availability and whether the meeting could be arranged during the scheduled trips to each of the AOG areas. Due to schedule constraints, not all of the tribes were met with face to face. Table 3 gives details for each of the meetings held.

TABLE 3: MEETINGS WITH AMERICAN INDIAN TRIBES

Tribe	Location	Date	Time	No. of attendees*	Notes
Bear River AOG					
Northwest Band of the Shoshone	Lincoln Center 271 N. 100 W. Brigham City, UT	01/17/07	9:00 – 10:30 a.m.	2	Representatives from the tribe were present at the focus group meeting
Five County AOG					
Paiute Indian Tribe of Utah	Paiute Indian Tribe of Utah Offices 440 N. Paiute Drive Cedar City, UT	02/15/07	9:00 – 10:30 a.m.	2	An informal meeting was held with representatives from the Paiute Indian Tribe.
South East AOG					
White Mesa Ute Mountain Ute Tribe of Utah	Located on U.S. 191, just south of Blanding	02/21/07	1:00 – 2:00 p.m.	1	An informal meeting was held with the Assistant Director of the Ute Mountain Ute Tribe.
Uintah Basin AOG					
Ute Tribe	Tribal Auditorium 7500 E. 988 S. Ft. Duchesne, UT	01/24/07	10:30 – 11:30 a.m.	7	Various representatives from the Tribal transit group and Ute Tribe Business Committee were present.

*Does not include meeting facilitators

OTHER OUTREACH METHODS

Website: A project website (www.udot.utah.gov/rctputah) was established as a clearinghouse for project materials and information. The website included answers to frequently asked questions, contact information, links to the UDOT Public Transit and United We Ride web pages, and access to project materials, including the service provider and client surveys.

Hotline: To provide free access to the RCTP team from remote locations, a toll free hotline was established (866-335-1960). The hotline included an option to speak with a representative of the project team, an option to leave a message, and an option to hear recorded information about the project, including the address for the project website.

E-mail: An email address was established specifically for the project: rctp@hwlochner.com. This address provided clients and service providers with a convenient way to communicate with the RCTP team.

Contact Cards: Business cards with the project e-mail, hotline, and website were available at meetings for service providers and clients.

FTA REQUIREMENTS

As mentioned previously, the RCTP addresses the following five key elements, required under FTA guidelines for coordination planning (see the answer to “What Are the Elements of the Plan?” in Chapter 2: Methods).

INVENTORY OF AVAILABLE SERVICES

Available services were inventoried in a three-step process. The Utah Rural Specialized Transportation Association (URSTA) directory was used as the starting point. This directory was expanded during the first phase of the project when the team contacted each AOG. AOG

staff was asked if they knew of any additional transportation services available in their area. The additional services identified were added to the directory including contact information and mailing addresses. The directory became the invitation list for the workshop held in each AOG.

During the workshop and focus group meetings, participants were asked to list all the services they use or of which they are aware. This allowed the team to identify the level of familiarity of meeting participants with the local transportation system, while also providing a reference for cross checking the list of available services. Additional services not already included on the list were added.

A survey with questions specifically designed to add detail to the inventory of available transportation services was distributed at the workshop meeting and to agencies on the mailing list. The information collected was added to the database of available services.

The inventory is reported under the Area Overview section for each AOG. Data is provided in tabular format with detailed information for agencies that responded to the survey. Less detailed information for other services, identified at the focus group and workshop meetings is also contained in the table.

IDENTIFICATION OF TRANSPORTATION NEEDS, GAPS IN SERVICE AND OTHER ISSUES

The study used information from members of the targeted population and service providers to assist in the identification of transportation needs. During the meetings, participants were asked questions such as, "Where do you need to go on a daily basis?" and, "What types of services do you use?" Other questions were asked to inquire about the frequency at which participants need access to the services they use. Participants were also asked about the times of day when they need transportation to the services being discussed. In addition, questions were asked as needed to determine the list of needs for each area. Through this line of questioning and the resulting discussions the team was able to develop an understanding of the transportation needs unique to each of the AOGs.

To further identify the basic needs for each of the three targeted population groups, the team supplemented the insight gained at the outreach meetings with information available from previous studies, including the survey conducted by the Olmstead Transportation Advisory Workgroup and the service provider survey conducted as part of this study (RCTP service provider survey).

The findings are summarized under headings which capture common themes from the responses gathered at the outreach meetings and from the data presented in the surveys.

To reduce the use of technical language and jargon at focus group meetings, the team expanded the discussion of "gaps and redundancies" to a broader topic of "issues." Participants were asked about the issues associated with their travel, and whether they experienced any obstacles or barriers along the way.

At workshop meetings the discussion became more technical and agencies were asked to report any gaps or redundancies in service, as well as other issues associated with delivering transportation services to their clients.

Recognizing agencies might not be aware of, or willing to report knowledge of redundancies, the list of available services in each area was reviewed to generate insights into any potential duplication in service patterns.

To provide a user-friendly format, the findings from the evaluation of gaps, redundancies, and other issues are reported as a discussion for each of the needs identified.

IDENTIFICATION OF STRATEGIES TO ADDRESS NEEDS AND GAPS IN SERVICE

Strategies were identified through a combined evaluation of information collected at the outreach meetings and published information about successful strategies being applied in other areas.

During workshop and focus group meetings, participants were led through an exercise designed to enable them to develop strategies addressing issues and better meet the identified needs. For example, in Cache County, an area where the public transportation system is relatively well developed, meeting participants indicated there is a need for more information about available services. It was reported citizens are not aware of the types of services that are available, and that the transportation system is confusing and in some cases intimidating. As part of the strategies identification exercise, participants suggested, given these circumstances, education for members of the targeted population would be beneficial to help them understand the types of services available and instruct them on how to use the services. Other participants went on to suggest if such a program also included education for drivers to increase awareness of the needs of various special needs populations, these populations might be more attracted to the service.

This exercise was conducted at each meeting and the ideas generated were recorded. Allowing the meeting participants to identify strategies themselves engenders a sense of ownership of the strategies identified. This sense of ownership leads participants to become more excited about the ideas, and more likely to implement them, than if the ideas were presented by an outside group. However, relying solely on participants to develop strategies limits the development of potential strategies to only those conceived during the exercise. To capitalize on the significant progress made in other areas toward developing successful coordination programs, the team also evaluated examples of successful coordination efforts from other areas as potential strategies to be applied at the local level.

Examples of successful coordination in other areas were used to supplement the ideas generated at the outreach meetings. Based on the local conditions and the information gained at the outreach meetings, the team identified successful coordination strategies from other areas that have a high potential for success in each of the AOGs.

PRIORITIZATION OF RECOMMENDED STRATEGIES

Priorities were identified in this plan as recommendations for AOGs to consider as they move forward in implementing coordination at the local level. Strategies are given a recommended priority level based on three criteria. An evaluation of these criteria, a recommended prioritization level of High, Medium or Low is given for each strategy.

The prioritization criteria used include:

1. Feasibility of Implementation: How likely is it the recommended strategy can be implemented in the near term, given the context of funding, political views, and other factors?
2. Number of Needs Addressed: How many of the needs identified are met by the recommended strategy?
3. Position Within Critical Path: Do other strategies rely on implementation of the recommended strategy or can it be implemented independently?

METHODS APPLIED BY CACHE METROPOLITAN PLANNING ORGANIZATION

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METHODS APPLIED BY WASATCH FRONT REGIONAL COUNCIL

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METHODS APPLIED BY MOUNTAINLAND ASSOCIATION OF GOVERNMENTS: UTAH COUNTY

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METHODS APPLIED BY DIXIE METROPOLITAN PLANNING ORGANIZATION

The Dixie MPO Coordinated Human-Service Public Transportation Plan evaluates public transportation services within St. George City, Washington City, Santa Clara City, Ivins City and the unincorporated areas of Washington County located within the MPO boundaries. The Dixie MPO Plan focuses on services for senior citizens, individuals with disabilities and low income individuals within the MPO boundaries.

Two primary objectives were identified in developing the Dixie MPO Coordinated Human Service Public Transportation Plan:

- Meet FTA requirements for Coordinated Planning
- Educate service providers about the benefits of coordination

The methods applied for compliance with FTA requirements are identical to those described for the RCTP planning process. As such, only the public outreach methods are described here.

PUBLIC OUTREACH

According to SAFETEA-LU the Dixie MPO Coordinated Human-Service Public Transportation Plan is required to be "developed through a process that includes representatives of public, private, and non-profit transportation and human-service providers and participation by members of the public." In keeping with this requirement, information for the Dixie Metropolitan Planning

Organization Plan was collected directly from stakeholders within Washington County through two different outreach methods (see detailed descriptions below):

- Washington County Human-Services Public Forum
(Open to the general public to discuss the provision of all types of human-services)
- Human-Service Transportation Service Provider Workshop
(Specifically focused on gaining input from human-service and transportation providers about transportation services for members for the targeted population)

WASHINGTON COUNTY HUMAN-SERVICES PUBLIC FORUM

The Human-Services and Economic Development Department of the Five County Association of Governments held the 14th Annual Human-Services Public Forum on Thursday, April 5, 2007 from 3:00 – 4:30 p.m. at Dixie State College, St. George, Utah. Over the years, many important program developments have been initiated at these public forum gatherings. The 14th Annual Human-Services Public Forum provided Washington County residents, service providers and community leaders with the opportunity to express concerns, discuss, examine and prioritize the provision of human-services in Washington County. Topics addressed at the forum included literacy/ESOL, education, transportation, housing, emergency services/disaster preparedness and senior programs. Approximately 30 Washington County residents, service providers and community leaders attended the forum.

At the forum a brief presentation about transportation coordination was given and attendees were provided with the opportunity to comment on the provision of transportation services to members of the targeted population. Attendees were asked to respond to the following five questions:

- What are your transportation needs?
- What transportation services are available to you?
- What are some of the issues you face when seeking to get from one place to another?
- Do you have any ideas for improving transportation in your area?

Note: Human-service and transportation providers who responded to the questions above answered on behalf of their clients.

Responses to the questions were used to develop an understanding of the transportation needs, gaps in service and other issues unique to Washington County. They provided facilitators of the transportation service provider workshop (see below) with a preliminary overview of key topics introduced at the forum to discuss in detail during the workshop.

DIXIE MPO HUMAN-SERVICE TRANSPORTATION SERVICE PROVIDER WORKSHOP

The Dixie MPO Human-Service Transportation Service Provider Workshop was held on Tuesday, June 26th, 2007 from 11:00 a.m. – 2:00 p.m. at the Five County Association of Governments Building. Following is a description of the characteristics of the workshop.

Targeted Audience: The Service Provider Workshop focused on gaining input specifically from human-service and public transportation providers and MPO staff. Initial contact with providers was made by a representative from Dixie MPO. Invitations were then sent to service providers via email requesting the agency send one or more representatives to attend the workshop. It was requested that the representative(s) who attended the workshop be involved in providing transportation for their organization, and/or be familiar with the transportation needs of their clients.

Activities: The Service Provider Workshop was facilitated by two members of the Consulting Team and supported by MPO staff. Workshop attendees engaged in a series of activities which supplied insight into each of the five elements of the plan. Detailed notes were kept to document information provided during the workshop.

Objectives:

- Initiate coordination and networking among human-service and public transportation providers and MPO/AOG representatives
- Distribute service provider surveys (Note: The survey used at the Dixie service provider workshop was a modified version of the survey used for the Rural Coordinated Transit Project; however questions considered not relevant were removed [see Appendix B]).
- Discuss key issues identified at the public forum
- Allow human-service and public transportation providers to provide valuable insight into the five elements of the study

Information about transportation needs, gaps in service and other issues collected at the Service Provider Workshop was used as the basis for developing the Dixie MPO Plan.

Following is a contact list of human-service providers invited to attend the Dixie MPO Human-Service Transportation Service Provider Workshop. A total of 16 human-service providers attended. The contact list should be used as a tool for future coordination efforts. It is not comprehensive and over time should be expanded as human-service providers highlight their interest in transportation coordination efforts.

TABLE 4: AGENCY CONTACT LIST

<u>Agency Name</u>	<u>Contact Person</u>	<u>Street Address</u>	<u>City, State, Zip</u>	<u>Phone Number</u>	<u>Email</u>
Red Rock Center for Independence/Arc	Terry Hawks	515 W 300 N #A	St. George, UT 84770	435-673-7501	terry@rrci.org
Red Rock Center for Independence/Arc	Merlene Wall	515 W 300 N #A	St. George, UT 84770	435-673-7501	merlene@rrci.org
Dixie State	Sherry Ruesch	225 S 700 E	St. George, UT 84770	435-652-7562	ruesch@dixie.edu
TURN Community Services	Susan Johnson	334 W Tabernacle	St. George, UT 84770	435-559-1757	ccturn@gwest.net
Washington County School District	Bob Green	121 W Tabernacle	St. George, UT 84770	435-673-3553 x228	brgreen@wash.k12.ut.us
Dixie Care & Share	Robert Schaefer	131 N 300 W	St. George, UT 84770	435-628-3661	roberts@dixiecareandshare.org
Dixie Care & Share	Kara Coop	131 N 300 W	St. George, UT 84770	435-628-3661	dixiecons@infowest.com
Danville Services	Jamie Farnham	145 N 400 W	St. George, UT 84770	435-634-1704	jfarnham@donserv.com
Danville Services	Rod Ross	145 N 400 W	St. George, UT 84770	435-634-1705	rross@donserv.com
Utah State Office of Rehabilitation (Voc. Rehab)	Jennifer Lyon	1067 E Tabernacle #10	St. George, UT 84770	435-673-5091	jilyon@utah.gov
Washington County Minibus	Vince McFadden	245 N 200 W	St. George, UT 84770	435-634-5716	vjmcfadd@washco.state.ut.us
Washington County Senior Center in St. George	Betty McCarty	245 N 200 W	St. George, UT 84770	435-634-5716 x1001	bemccarty@washco.state.ut.us
DSPD (Department of Services for People with Disabilities)	Karla Campbell	377 E. Riverside Drive	St. George, UT 84790	435-628-7131	karlacampbell@utah.gov
DSPD (Department of Services for People with Disabilities)	William Campbell	377 E. Riverside Drive	St. George, UT 84790	435-981-3519	wcampbell@utah.gov
St. George City	Ryan Marshall	953 Redhills Parkway	St. George, UT 84790	435-673-8726	ryan.marshall@sgcity.org
Dixie MPO	Curt Hutchings	1070 W 1600 S, Building B	St. George, UT 84770	435-673-3548	chutchings@fcaog.state.ut.us
Five County Association of Governments	Beth Cottam	1070 W 1600 S, Building B	St. George, UT 84770	435-673-3548	bcottam@fcaog.state.ut.us
Social Security Office St George	Bob Frisbey	923 S River Run Rd.	St. George, UT 84790	435-674-9226	bob.frisbey@ssa.gov
Social Security Office St George	Deb Fogarty	923 S River Run Rd.	St. George, UT 84790	435-674-9226	deborah.fogarty@ssa.gov

CHAPTER 4: FINDINGS

This chapter provides the substance of the plan. It is organized by geographic area and includes a sub-chapter for each MPO and AOG in the state. A sub-chapter is also provided which outlines findings relevant at the statewide level.

Each sub-chapter includes the following sections:

Area Overview: description of the local area, including an inventory of available transportation services, information about area demographics and local jurisdictions, and other relevant information.

Transportation Needs: summary of the needs identified for the area, including a discussion about gaps and redundancies in service, barriers to service, and other issues.

Strategies: proposed strategies addressing the identified needs.

Priorities: summary of the strategies and the recommended priority level for each.

SUB-CHAPTER 4.1: STATEWIDE FINDINGS

AREA OVERVIEW:

JURISDICTIONS:

METROPOLITAN PLANNING ORGANIZATIONS:

Consistent with the national framework, transportation planning in urban communities within Utah is facilitated through MPOs. Utah currently has four MPOs: Cache MPO (CMPO), Wasatch Front Regional Council (WFRC), Mountainland Association of Governments (MAG), and Dixie MPO.

Detailed information for each of Utah's MPO's is included in the respective sections covering each of the MPO areas.

UTAH DEPARTMENT OF TRANSPORTATION:

In rural portions of the state, transportation planning is conducted by UDOT with input from local governments for state roads and for public transportation funds.

UDOT has the responsibility to plan, construct, and maintain the state highway system. UDOT is divided into five units: a central division and four regions. As part of UDOT's central division, the Systems Planning and Programming group supports UDOT's overall efforts through four major business areas, which are:

- Monitor transportation system conditions
- Identify transportation needs
- Establish transportation plans
- Determine program and project schedule.

As required under the Transportation Equity Act for the 21st Century, UDOT prepares a five-year Transportation Capital Improvement Program, which is known internally and to planners as the State Transportation Improvement Program (STIP). The STIP is published every year and includes transportation projects on state, city, and county highway systems, as well as projects within national parks, national forests, and Indian reservations.

The Public Transit Team (PTT) resides within the Systems Planning and Programming group. The PTT administers federal funds to support transportation agencies serving Utah, including rural communities, senior citizens, and people with disabilities. Funding for these programs comes from the FTA, which is part of the United States Department of Transportation (USDOT). The PTT administers FTA dollars on a competitive basis to assist local agencies in purchasing rolling stock (vans, buses, and related equipment).

Prior to SAFETEA-LU, the PTT was responsible for administering the FTA Section 5310 and 5311 capital grant programs. Following the passage of SAFETEA-LU, UDOT obtained approval from

the Governor's Office to act as the designated recipient of funds for Section 5316 and Section 5317 capital grant programs for rural areas. Each of these programs is briefly described below.

Section 5310 Grant: Elderly and Disabled Transportation Assistance Program

The following excerpts were taken from FTA circular FTA C 9070.1F dated May 1, 2007. Section 5310 Elderly and Persons with Disabilities program is governed by CFR 20.513, Title 49, United States Code 5310.

"The goal of the Section 5310 program is to improve mobility for elderly individuals and individuals with disabilities throughout the country. Toward this goal, FTA provides financial assistance for transportation services planned, designed, and carried out to meet the special transportation needs of elderly individuals and individuals with disabilities in all areas - urbanized, small urban, and rural. The program requires coordination with other federally assisted programs and services in order to make the most efficient use of Federal resources.

"There are three categories of eligible subrecipients of Section 5310 funds:

- a. Private non-profit organizations;*
- b. Governmental authorities that certify to the chief executive officer of a State that no non-profit corporations or associations are readily available in an area to provide the service; and*
- c. Governmental authorities approved by the State to coordinate services for elderly individuals and individuals with disabilities.*

"Local governmental authorities eligible to apply for Section 5310 funds as coordinators of services for elderly persons and persons with disabilities are those designated by the State to coordinate human service activities in a particular area. Examples of such eligible governmental authorities are a county agency on aging or a public transit provider which that State has identified as the lead agency to coordinate transportation services funded by multiple Federal or State human service programs

"Funds for the Section 5310 program are available for capital expenses...

Examples of capital expenses include, but are not limited to:

- a. buses;*
- b. vans;*
- c. radios and communication equipment;*
- d. vehicle shelters;*
- e. wheelchair lifts and restraints;*
- f. vehicle rehabilitation; manufacture, or overhaul;"*

Section 5311: Non-urbanized Area Formula Program

The following excerpts were taken from FTA circular FTA C 9040.1F dated April 1, 2007.

"...the Section 5311 program intends to: (1) enhance the access of people in nonurbanized areas to health care, shopping, education, employment, public services, and recreation; (2) assist in the maintenance, development, improvement, and use of public transportation systems in nonurbanized areas; (3) encourage and facilitate the most efficient use of all transportation funds used to provide passenger transportation in nonurbanized areas through the coordination of programs and services; (4) assist in the development and support of intercity bus transportation; and (5) provide for the participation of private transportation providers in nonurbanized transportation".

"In addition to these program goals, FTA wants to ensure that all Americans, including those who live in nonurbanized areas, have access to transit to meet basic mobility needs. FTA anticipates that the significantly higher funding levels for the nonurbanized formula program authorized in the Safe, Accountable, Flexible, Efficient, Transportation Equity Act: A Legacy for Users (SAFETEA-LU) should enable the States to extend transit service to areas currently not served and improve service levels in areas that currently have minimal service".

Eligible assistance categories for Section 5311 funds include "state administration, planning and technical assistance", "capital expenses", "operating expenses" and "project administrative expenses".

"Section 5311(f) requires each State to expend at least 15 percent of its annual Section 5311 apportionment to carry out a program to develop and support intercity bus transportation, unless the Governor certifies that the intercity bus service needs of the State are being met adequately."

"Eligible local recipients include public bodies and private non-profit organizations. FTA encourages participation by private for-profit enterprises which are under contract to an eligible recipient."

Section 5316: Job Access Reverse Commute (JARC)

The FTA Guidance and Application Instructions for the Job Access Reverse Commute Program states:

"The goal of the JARC program is to improve access to transportation services to employment and employment related activities for welfare recipients and eligible low-income individuals and to transport residents of urbanized areas and nonurbanized areas to suburban employment opportunities. Toward this goal the FTA provides financial assistance for transportation services planned, designed, and carried out to meet the transportation needs of eligible low-income individuals, and of reverse commuters regardless of income. The program requires coordination of Federally-assisted programs and services in order to make the most efficient use of Federal resources. "

Section 5317: New Freedom

The FTA Guidance and Application Instructions for the New Freedom Program states:

"The New Freedom formula grant program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the work force and full participation in society. Lack of adequate transportation is a primary barrier to work for individuals with disabilities. The 2000 Census showed that only 60 percent of people between the ages of 16 and 64 with disabilities are employed. The New Freedom formula grant program seeks to reduce barriers to transportation services and expand the transportation mobility options available to people with disabilities beyond the requirements of the ADA of 1990."

HUMAN SERVICE AGENCIES:

Human-service programs are administered at a variety of levels in the State of Utah. Locally, cities and counties administer programs including food pantries, aging programs, meals on wheels, and local health departments. At a statewide level, the State provides health, mental health, aging, workforce, and social service programs through branch offices. Most local areas have access to state-provided services through local branch offices.

ASSOCIATIONS OF GOVERNMENTS:

At a regional level, the administration of human-service programs is conducted in part through six of seven Utah AOGs:

- Bear River Association of Governments
- Mountainland Association of Governments
- Uintah Basin Association of Governments
- Six County Association of Governments
- Southeastern Utah Association of Local Governments
- Five County Association of Governments

Note: While the Wasatch Front Regional Council (WFRC) is not directly involved in the administration of human-service programs, the WFRC does administer the small cities community development block grant (CDBG) program within their region. The CDBG program assists community development efforts by providing services for low and moderate-income individuals.

According to the Utah Associations of Government website (GOPB 2007), Utah's AOGs were set up by the State in the 1970s to coordinate planning and other governmental activities at a regional level. These multi-county planning districts encompass and combine two or more counties to provide a framework which aids and encourages better coordination of and communication between plans and programs. These planning districts also facilitate more efficient and effective ways for the administration and delivery of services to carry out the government responsibilities. Part of their purpose is to provide and operate various types of services or to develop more efficient facilities on a district-versus-local basis.

Governor's Office of Planning and Budget states the primary purposes of Utah AOGs are:

- Regional (and Statewide) Planning and Integration
- Reduce Duplication of Local Government Efforts
- Economies of Scale.

According to a 1993 state-sponsored study, the AOGs were set up to address the following issues:

- Utah's rural county makeup—and its declining rural county population—compounded the difficulty of providing effective state and federal programs.
- Local government entities found it difficult to resolve and develop support services for the rising social and economic problems of modern society.
- Many state or federal programs encompassed boundaries broader than, and separate from, city and county lines, resulting in overlapping jurisdictions, in duplication, and in

competition for resources (i.e. public transportation, law enforcement, and employment security).

- Various regional groups had been formed but not in any organized fashion, increasing the difficulty of approving, funding, and administering government programs.

Recently, Utah rural AOGs were awarded funding through the Permanent Community Impact Fund Board (PCIFB), administered by the Division of Housing and Community Development to support a dedicated regional planner as part of the PCIFB Regional Planning Project (RPP). Five AOGs were identified as beneficiaries for this program:

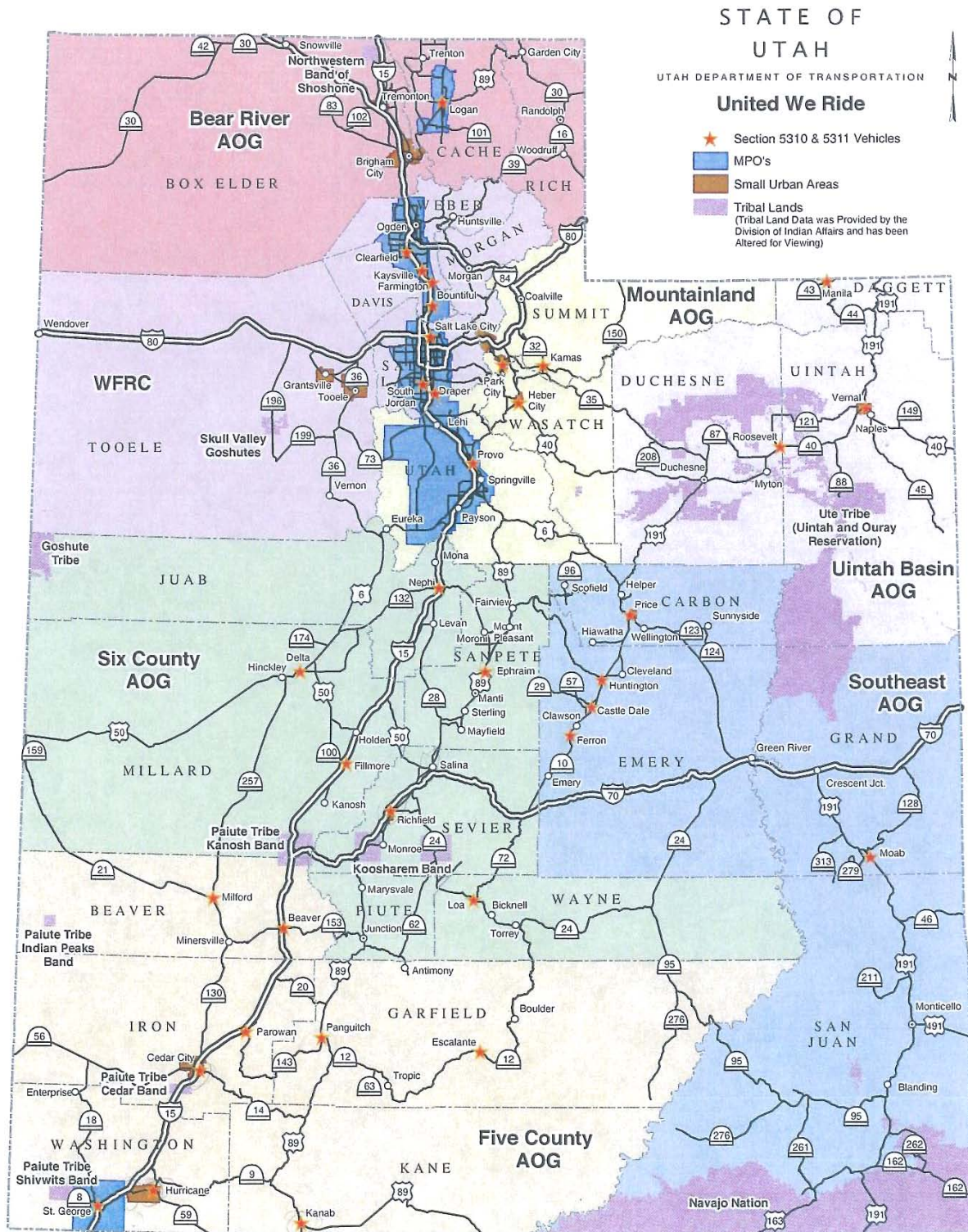
- Bear River
- Uintah Basin
- Six County
- Southeastern Utah
- Five County

The RPP states the planner will assist communities in the region to address the impacts of natural resource development, including the cyclical nature of such development. While funds for the regional planner must be dedicated to the RPP, the adopted plan indicates the RPP is "flexible in its requirements to allow for the development and implementation of regional and local goals."

RURAL PLANNING ORGANIZATIONS:

Rural Planning Organizations (RPOs) have been set up in two rural communities – Wasatch County and Tooele County. The RPOs have been set up as part of a state-sponsored pilot program. The Wasatch County RPO is currently supported by UDOT and the Tooele RPO is supported by both UDOT and the WFRC. The RPOs serve a similar function to the MPOs: to coordinate, plan, prioritize, and recommend transportation improvements at a regional level. RPOs are emerging nationwide as a resource for small rural areas to plan and coordinate their transportation systems. If successful, RPOs will be set up in other areas of Utah.

FIGURE 1: STATE OVERVIEW MAP:



Source: UDOT

DEMOGRAPHICS:

Table 4 gives the total state population in the year 2000 by geographic area. This table provides a detailed breakdown for each of the targeted population groups. Less detailed data is provided in Table 5, for the years 2006, 2010, and 2020.

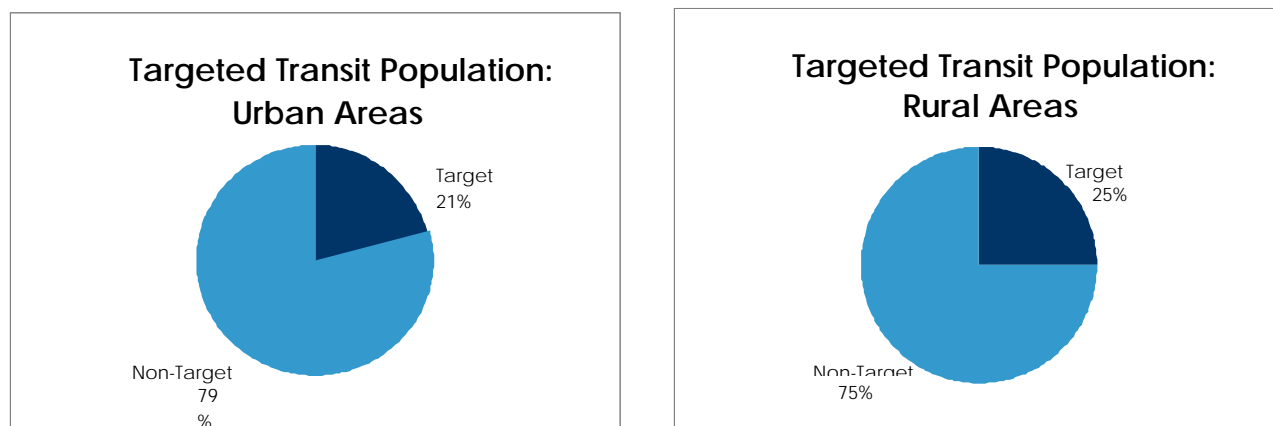
It is important to note current and future year data (years 2006, 2010, and 2020) reflect an expansion of census data based on growth figures provided by the GOPB. These growth figures only account for dynamic changes in population based on age. As such, the senior population category grows dynamically (i.e. at a different growth rate than the total population), while the low income and disabled population groups grow at the same rate as the total population. Figure 2 shows the dynamic growth in senior population (over 65) within each of the state's AOG areas between 2006, 2010, and 2020.

The GOPB estimated for the year 2006 the State of Utah had a total population of 2,550,063. Based on this estimate, the Utah share of the nearly 300 million United States residents in 2006 was just under one percent (0.85 percent), making it a relatively small state in terms of total U.S. population.

In 2000, Utah had fewer people in the targeted population group (21.8 percent) than the United States as a whole (28.47 Percent) by 6.6 percentage points (see Table 4). A comparison of Utah urban populations versus rural populations (Figure 2) indicates that urban areas in Utah have proportionally fewer members of the targeted population (21.0 percent overall) than in the majority of rural areas (25.0 percent overall). Figure 3 illustrates the overlap between each of the three targeted population groups at a statewide level.

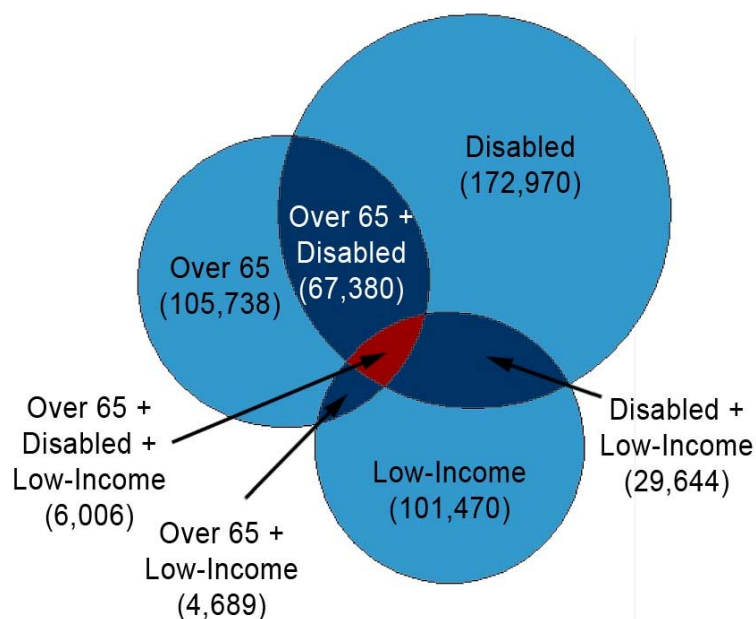
Table 5 indicates that as of 2006, the Utah senior population was approximately 8.5 percent of the total state. In rural areas, approximately 11.3 percent of the population was over 65, while only 7.8 percent of the urban population was over 65. Low-income populations throughout Utah were 6.4 percent of the overall state population. Within rural areas the low-income population was 8.1 percent of the total rural population versus 5.9 percent for the urbanized area population. The statewide disabled population represented 12.3 percent of the total State population. It is estimated 12.9 percent of people in rural areas were disabled, while 12.1 percent of people in urban areas were disabled. Reflecting the trends described above, rural areas in Utah have a greater overall proportion of people in the targeted population groups than urban areas of Utah.

FIGURE 2: PROPORTION OF TARGETED POPULATION FOR URBAN AND RURAL AREAS: 2000



Source: U.S. Census 2000

FIGURE 3: OVERLAP BETWEEN THE THREE TARGETED POPULATION GROUPS IN UTAH



Source: U.S. Census 2000

TABLE 5: YEAR 2000 DETAILED TARGET POPULATION FIGURES FOR THE STATE OF UTAH AND UNITED STATES

	Total Population	Over 65 Alone	Over 65 and Low Income	Over 65 and Disabled	Over 65, Low Income, & Disabled	Between 16 - 64 & Disabled	Between 16 - 64 & Low Income	Between 16 - 64, & Low Income, & Disabled	Total Target Population	Target as % of Total
Rural Areas	482,855	28,593	1,461	18,569	2,297	33,673	28,374	7,643	120,610	25.0%
Urban Areas	1,750,314	77,145	3,228	48,811	3,709	139,297	73,096	22,001	367,287	21.0%
Utah Total	2,233,169	105,738	4,689	67,380	6,006	172,970	101,470	29,644	487,897	21.8%
United States	281,421,906	17,928,092	1,440,348	12,130,682	1,847,426	26,780,716	13,772,991	6,216,986	80,117,241	28.47%

Source: U.S. Census 2000

TABLE 6: YEAR 2006, 2010, & 2020 SIMPLIFIED TARGET POPULATION FIGURES FOR THE STATE OF UTAH

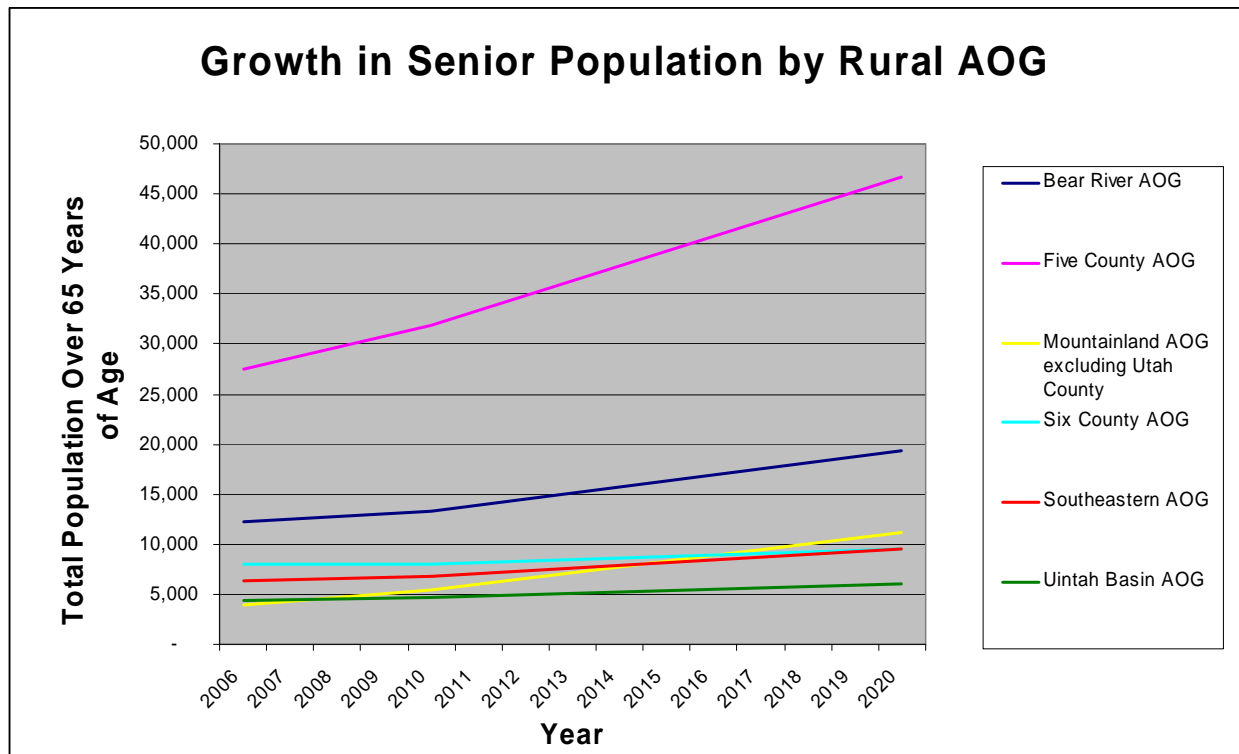
		Over 65		Low Income		Disabled		Total Population
		Total	% of Total Population	Total	% of Total Population	Total	% of Total Population	
2006	Rural Areas	62,490	11.3%	45,085	8.1%	71,396	12.9%	555,410
	Urban Areas	154,823	7.8%	117,694	5.9%	241,505	12.1%	1,994,653
	Utah Total	217,313	8.5%	162,779	6.4%	312,901	12.3%	2,550,063
2010	Rural Areas	69,975	10.9%	51,613	8.1%	81,650	12.7%	640,597
	Urban Areas	175,274	8.0%	129,814	5.9%	264,578	12.1%	2,192,740
	Utah Total	245,249	8.7%	181,427	6.4%	346,228	12.2%	2,833,337
2020	Rural Areas	69,975	8.2%	67,871	7.9%	108,837	12.7%	858,527
	Urban Areas	175,274	6.7%	156,616	6.0%	315,873	12.0%	2,627,691
	Utah Total	245,249	7.0%	224,487	6.4%	424,710	12.2%	3,486,218

Sources: U.S. Census 2000; Governor's Office of Planning and Budget 2006, 2010 & 2020 Population Estimates

Notes:

Over 65 = Estimate from GOPB; Low Income = Census data expanded using growth factor from GOPB estimate; Disabled = Census data expanded using growth factor from GOPB estimate

FIGURE 4: SENIOR POPULATIONS BY AOG:



Source: Governor's Office of Planning and Budget 2006, 2010 & 2020 Population Estimates

AVAILABLE SERVICES:

Services available at a statewide level include interstate public transit carriers Greyhound (intercity bus service) and Amtrak (passenger rail).

GREYHOUND

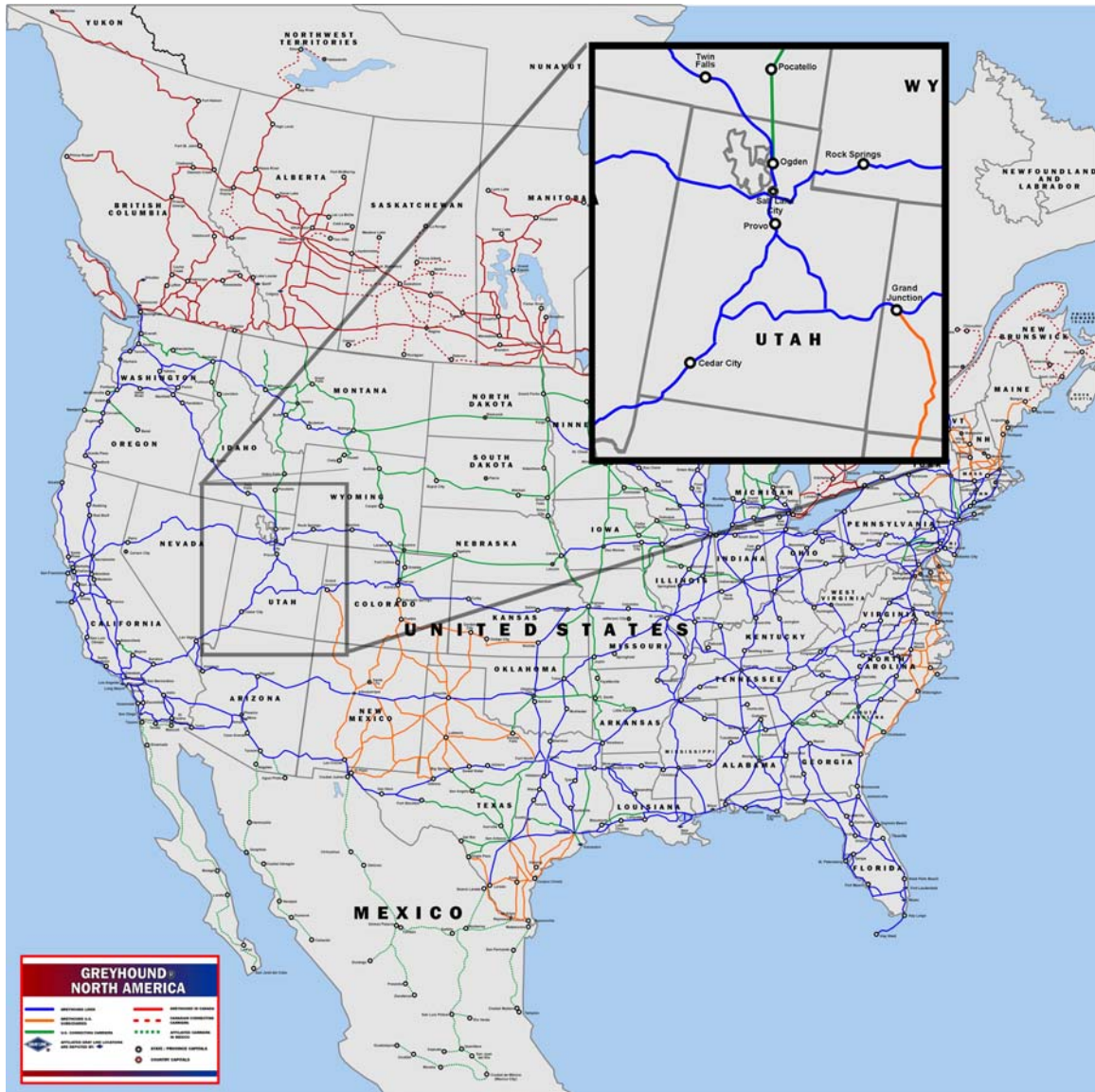
Greyhound operates a limited schedule in Utah, with stops in eight Utah cities:

- Green River
- Ogden
- Parowan
- Provo
- Salt Lake City
- St. George
- Tremonton
- Logan (Note: in Logan Greyhound has sub-contracted their services to Salt Lake Express, offering transportation to the Salt Lake City area and southeastern Idaho).

Greyhound requests people needing assistance contact the Customers with Disabilities Travel Assistance Line (800-752-4841) at least 48 hours in advance of the scheduled departure. While some buses are equipped with wheelchair lifts, others require manual lifting performed by the

operator and another employee. The weight limit for this service is 200 pounds. Greyhound has similar requirements to other transit carriers for the weight limit and size of wheelchair devices (600 lb max weigh, 30 inches max width). Greyhound provides a 50 percent fare reduction for personal care assistants.

FIGURE 5: GREYHOUND ROUTES



Source: Greyhound.com

Note: Image has been modified to highlight services in Utah

AMTRAK

Amtrak maintains stops within the following Utah cities:

- Green River
- Helper
- Provo
- Salt Lake City
- Ogden
- St. George

Service in Ogden and St. George consists of a thruway bus service between Boise and Salt Lake City as well as Las Vegas and Salt Lake City, respectively. The California Zephyr serves stops in Salt Lake City, Provo, Helper, and Green River.

SUMMARY OF TRANSPORTATION NEEDS

The following needs reflect common themes heard across the state during the RCTP outreach process. See Chapter 3: Methods for a description of how needs were identified.

IMPROVED INTER-CITY PUBLIC TRANSPORTATION SERVICE

Need: Improved inter-city public transportation service is needed to connect rural communities with urban cities.

Discussion: The need for improved inter-city transportation service was highlighted at nearly all of the outreach meetings conducted as part of the RCTP outreach effort. Agencies expressed a variety of needs related to inter-city transportation service.

In several cities, meeting participants gave examples of situations where visitors from out of town would be stranded due to an auto accident or vehicle break-down because there were no alternate means of transportation out of the area. Typically, a sheriff's deputy drives the individuals to the nearest regional city where they can obtain a rental car. Most of the cities in rural AOGs do not have rental car agencies.

Other attendees suggested transient and homeless populations often become "stuck" in small towns because there is no form of public transportation to help them travel out of the smaller outlying areas in rural Utah.

In areas without hospitals nearby, meeting participants indicated an inter-city bus service would be beneficial for routine medical treatment, such as dialysis.

Many participants indicated they would use some form of inter-city transportation service, if it were available. However, as indicated above, there are limited cities with access to either Greyhound or Amtrak service. Furthermore, many participants indicated even in the cities with access to these services, the schedules are often so inconvenient, they would prefer not to use

the service. The Greyhound stop in Tremonton, for instance, requires riders to arrive at approximately 4:00 a.m. to board the bus that leaves at 4:30 a.m.

UTILIZE EXISTING RESOURCES

Need: Utilize existing resources to the maximum extent possible.

Discussion: Meeting participants consistently stated they feel any solution to coordination should utilize existing resources to the maximum extent possible. This includes both capital facilities such as vehicles, maintenance buildings, and other physical infrastructure, as well as administrative and institutional resources. Administrative and institutional resources include established committees or boards already addressing municipal coordination for topics other than transportation. An example of these types of entities includes local interagency coordinating committees, which operate in many areas of Utah. Other examples include utilizing idle vehicles or expanding under-utilized services to reach a wider range of potential users.

EDUCATION

Need: Education regarding available services / programs and ways to coordinate transportation services is needed across the state.

Discussion: The RCTP process revealed a lack of understanding of available transportation programs at all levels within the human service agencies involved in the process. Service providers in many areas are unaware of the multiple services available to their clients, which could be used to assist agencies in providing additional transportation services. For example, Medicaid currently provides nearly 20,000 rides and 1,450,000 bus and paratransit trips each year to and from Medicaid medical services throughout the State of Utah; however, during the outreach phase of the development of this plan it was noted there was a general lack of understanding about Medicaid services including eligibility requirements and whether Medicaid transportation can be used in areas where an alternative transit exists.

One of the reasons why there is a of the lack of knowledge about coordination is due to the fact the guidance relating to coordination planning and the enabling policy (FTA policy on Vehicle Sharing and Coordination Planning) is new. Other contributing factors include a lack of understanding about transportation goals and operations. Transportation and human service providers would benefit from education provided at a statewide level highlighting statewide services that exist, the benefits of coordination and means by which coordination can be achieved.

STRATEGIES TO ADDRESS NEEDS

Currently the State of Utah is not benefiting from coordination to the degree that is possible. Limited coordination is occurring in local areas, contributing to a variety of limitations in service. Because service is so limited in much of rural Utah, duplications in service are not common, but occur nonetheless. Members of the targeted population living in rural portions of the State of

Utah would benefit from improved coordination activities. Specifically, a statewide framework facilitating coordination at the local level is needed. If implemented, such a system would provide a mechanism for certifying projects have emerged from a coordinated plan, ensuring the state continues to receive Section 5310 funds, and establishing the state's eligibility for Section 5316 and 5317 funds. Such a program would facilitate continued updates of this plan at the local level. This overarching recommendation would have long-lasting effects, narrow gaps in service statewide, and ultimately lead to improved public transportation for the people who need it most.

STATEWIDE STRATEGY 1 – DESIGNATE AND FUND A COORDINATION PLANNING POSITION WITHIN ALL UTAH AOGS.

Discussion: Currently, coordination is not facilitated through any formal arrangements between transportation providers and human service agencies. The RCTP process identified a need for and interest in increased coordination among the various agencies. However, there are multiple institutions currently in place which could facilitate coordination. It is important to enable coordination without duplicating efforts.

Recommendation: It is recommended UDOT work with the AOGs to establish and fund a Coordination Planning Position (CPP) for each AOG. The CPP position would be funded using FTA Section 5304 funds (statewide planning). Applicants for Section 5310, 5316 and 5317 funds would work in conjunction with the CPP as part of the application process. The CPP would act as the conduit for certifying that applicants for Section 5310, 5316 and 5317 funds are actively participating in coordination. The CPP would act as the keeper of the elements of this plan that relate to the area under their jurisdiction and would be responsible for developing a framework for updating their portion of the plan. The CPP would be encouraged to utilize existing resources by initiating coordination through existing institutions and relationships, such as Local Interagency Coordination Committees, RPOs, American Indian Tribes, established transit districts, local transportation committees, and similar groups. The CPP would be assisted through the statewide education strategy which would provide training materials and coordination resources to be used at the local level (see Statewide Strategy 2). To create this position, the Permanent Community Impact Fund Board (PCIFB) could extend the designated Regional Planner position (RPP) in each of the five rural AOGs (BRAG, UBAG, Six County, Southeastern Utah, and Five County) to include these responsibilities. In situations where it does not make sense for the RPP to assume the role of CPP, AOGs would be flexible to create this position in a way to meet the needs of the specific region. Similarly, the MPOs and RPOs in the WFRM and MAG areas would designate the appropriate staff person to assume CPP responsibilities.

Prioritization Criteria:

- **Ease of Implementation:** Funds for this recommendation are readily available through UDOT (i.e. FTA Section 5304 funds). Coordination with the PCIFB, MPOs and RPOs to designate this staff person will require time and persuasion. Because the funding is available however, and because the concept of coordination is in line with the objectives of these groups, obtaining their approval and consent should be accomplished with relative ease.

- Needs Addressed: This strategy indirectly addresses a majority of the needs identified in this plan. By establishing a method for certifying projects that have emerged from a coordinated human service transportation plan, the State of Utah will remain eligible for FTA Section 5310 funds, and will become eligible for FTA section 5316 and section 5317 funds. These funds will address some of the disparities in operating funds identified in each of the areas. Furthermore, by creating a regional framework to support coordination, agencies will be able to begin exploring and implementing coordination strategies in the most effective way possible: through regional coordination. Implementation of the other coordination strategies identified in this plan will begin addressing additional needs identified.
- Position within Critical Path: Some strategies identified in this plan can be implemented independent of this recommendation. However, nearly all of the other strategies identified in this plan would benefit if this recommendation were implemented. This recommendation establishes a regional framework in which coordination will be supported and encouraged. Strategies such as education, training, vehicle sharing, centralized dispatch and others will benefit from a paid, professional staffer who will act as the single point of contact for coordinating these activities. Because of its important relationship to the rest of the strategies identified in this plan, it is recommended that this strategy be implemented as soon as possible within each of the AOGs.

STATEWIDE STRATEGY 2 – INITIATE A STATEWIDE EDUCATION PROGRAM THAT HIGHLIGHT THE BENEFITS OF COORDINATION AND GIVES DIRECTON ON HOW TO ACHIEVE IT.

Discussion: Education about coordination, corresponding benefits, and the means for achieving it were identified as a need in every area visited during the RCTP process. A statewide education program, which dovetails the education programs recommended at the local level, would help address this need.

Recommendation: It is recommended the PTT work with groups such as the United We Ride work group, the Utah Rural Specialized Transportation Association, Utah Local Technical Assistance Program (LTAP), AOGs, State Human Service Agencies, the FTA and other important stakeholders to develop a concise, yet informative education program targeted at local human service and public transportation providers. Such a program would dovetail with the locally based education programs recommended for each of the AOGs. Components of the program would be developed with input from a wide variety of groups, and could potentially include:

- Training materials and resources developed to assist the CPP, local human service and public transportation providers in coordination efforts
- Information about available grants, eligibility requirements and opportunities for coordination
- Examples of successful coordination strategies applied in other areas, with information about the benefits gained
- Information about the results of this plan and how it is being implemented.

Prioritization Criteria:

- Ease of Implementation: There are many information resources available to provide the content of a statewide education program about coordinated human service public transportation. UDOT's PTT is uniquely positioned to provide this service, with assistance

from the groups identified above. Although some funding would be required to initiate such a program, education is supported through a number of transportation grant programs including the Community Transportation Assistance Project (CTAP), the National Rural Transit Assistance Program (RTAP).

- Needs Addressed: If developed to dovetail with the education components recommended at the AOG level, such a program would directly address the need for coordination at broad-based and local levels. By providing information about the benefits of coordination and the means to achieve it, local areas will begin moving toward improved coordination, and ultimately, improved service. Thus, education would indirectly meet many of the other needs identified in this plan.
- Position within Critical Path: This strategy can be implemented independently from other strategies identified in this plan. It is recommended, however, this strategy be implemented to complement the education programs recommended at the local level. Furthermore, if implemented in the near-term, the momentum generated through the development of this plan can be leveraged to yield greater returns.

STATEWIDE STRATEGY 3 – EVALUATE INTERCITY PUBLIC TRANSPORTATION ISSUES AT A STATEWIDE LEVEL AND MAKE RECOMMENDATIONS FOR IMPROVEMENTS

Discussion: Local representatives expressed frustration at the lack of available intercity and interstate public transportation options. They also expressed a sense of helplessness because of the scope of the issue is so large (i.e. extends beyond the local level). As a state agency, UDOT is uniquely positioned to work with intercity transportation providers (Greyhound & Amtrak) to identify opportunities for coordination.

Recommendation: UDOT, through the PTT and other resources within the agency should work with Greyhound, Amtrak, and other inter-city service providers to evaluate the gaps in inter-city service identified in this plan (see needs relating to inter-city transportation identified in each of the following sub-chapters) and identify strategies for improving service.

Prioritization Criteria:

- Ease of Implementation: This strategy requires building relationships with entities that possess complex missions and goals. These entities serve areas extending beyond state and even national boundaries. These factors will make the task of coordination difficult, and time consuming.
- Needs Addressed: Although the task will be difficult, many needs would be met by addressing the existing gaps in inter-city transportation service.
- Position within Critical Path: This strategy can be implemented independently of other strategies identified in this plan. However, this strategy requires substantial dedication of time and resources and should not replace other strategies identified in this plan. It is recommended other strategies such as establishing a Coordination Planning Position within each of the AOGs, or implementing a statewide education program be implemented first. This strategy could be pursued in parallel with the other strategies so long as doing so does not compromise the higher priority strategies.

PRIORITIES

A ranking of high medium or low has been given for each of the strategies based on the evaluation of each of the three criteria:

- Ease of Implementation
- Needs Addressed
- Position within Critical Path

Ease of Implementation: Strategies relatively easy to address received a higher priority than those that require substantial dedication of resources or are difficult to complete because they address complex issues.

Needs Addressed: Strategies addressing multiple needs were prioritized higher than those that address fewer needs.

Position within Critical Path: Strategies received a higher priority if they are positioned early on the critical path. This means if a strategy must be implemented before other strategies can be implemented, it receives a higher priority.

The prioritization rankings given are based on professional judgment applied by the practitioners involved in developing the plan. Local areas should interpret these recommendations with an understanding of the context of local conditions.

HIGH

Strategy 1 – Establish and Fund a Coordination Planning Position within all Utah AOGs.

MEDIUM

Strategy 2 – Initiate a statewide education program for service providers that highlight the benefits of coordination and gives direction on how to achieve it.

LOW

Strategy 3 – Evaluate Intercity Public Transportation Issues at a Stateside Level and Make Recommendations for Improvements

SUB-CHAPTER 4.2: BEAR RIVER ASSOCIATION OF GOVERNMENTS AREA

AREA OVERVIEW

This section includes a description of the local area, including information about local jurisdictions, an inventory of available transportation services, information about area demographics, and other relevant information. See Chapter 3: Methods for a description of how this information was developed.

JURISDICTIONS

BEAR RIVER ASSOCIATION OF GOVERNMENTS

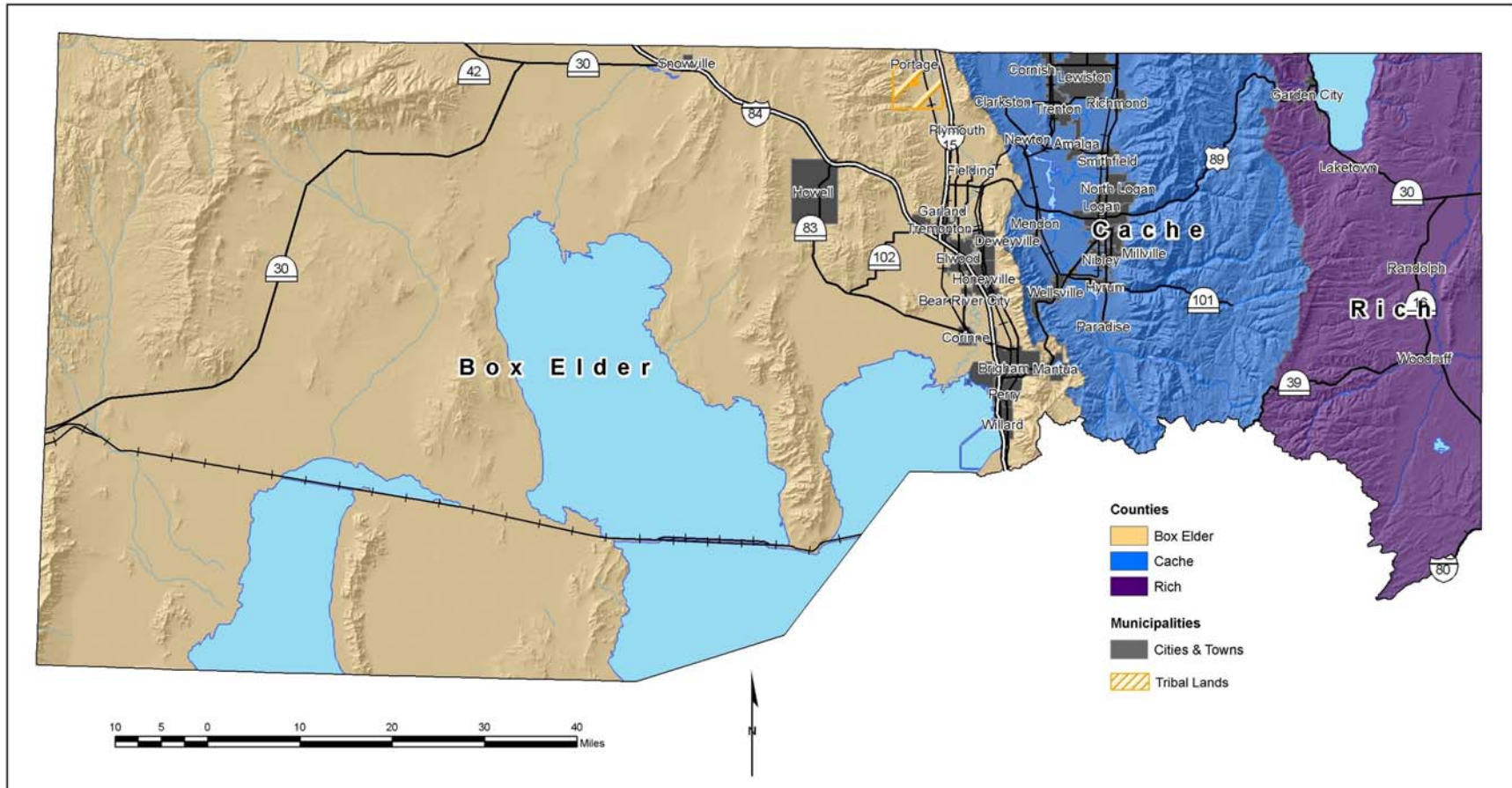
Bear River Association of Governments (BRAG) is comprised of Cache County, Box Elder County, and Rich County. BRAG's mission states it is a voluntary organization of local governments created to facilitate intergovernmental cooperation and to ensure the orderly and harmonious coordination of federal, state, and local programs for the solution of mutual problems of the region. BRAG's goal is to serve as a multi-purpose organization, utilizing their combined total resources to provide a more effective means for planning and development of the physical, economic, and human resources of the region.

Based in Logan City, BRAG provides the following services in all three counties:

- Aging Programs & Transportation for Seniors
- Community Development and Planning
- Economic Development
- Housing
- Human Services.

BRAG provides regional transportation planning support services for local governments through a staff position within the Department of Community and Economic Development.

FIGURE 6: BEAR RIVER ASSOCIATION OF GOVERNMENTS AREA OVERVIEW MAP



CACHE METROPOLITAN PLANNING ORGANIZATION

The Cache Metropolitan Planning Organization (CMPO) encompasses the urbanized area surrounding Logan City, and is responsible for development of the regional transportation plan for the metropolitan area. Evaluation needs and services within the MPO are included under the CMPO portion of this study. The location of the CMPO is depicted in Figure 1 Statewide Overview Map.

LOCAL AREA CONDITIONS AND AVAILABLE TRANSPORTATION SERVICES

The BRAG area covers 7,900 square miles of northern Utah. BRAG's three member counties border Nevada, Idaho and Wyoming. Major services, such as regional hospitals and regional shopping centers, are located in Logan City (Cache County) or approximately 20 miles south of Box Elder County in Ogden. Residents living in the three-county area travel to Salt Lake City (approximately 50 miles south of Brigham City and 85 miles south of Logan) for services such as medical specialists, cultural and social events, and access to the Salt Lake International Airport. Based on input received from focus group and workshop meeting participants, residents living in the Idaho portion of Cache Valley rely on services in the Logan area. Similarly, residents in Rich County often work in parts of Wyoming, and seek medical services and shopping in Evanston, Wyoming.

Both the urban and rural areas within BRAG are served by the Cache Valley Transit District (CVTD). The CVTD provides free public transit services to the Cache Valley area including Franklin County. Fixed route and complimentary paratransit services are available in the urban areas including Logan, North Logan and River Heights. Regular commuter routes and limited paratransit services are provided to Richmond, Smithfield, Hyde Park, North Logan, Providence, Nibley, Millville and Hyrum (see CMPO section of this plan). Commuter services are also provided to Lewiston, Utah and Preston, Idaho.

Brigham City in Box Elder County is served by three Utah Transit Authority (UTA) routes. Route F638, or LIFT, is a new deviated route service circulating within Brigham City, and deviates up to one mile as needed to provide curb-to-curb demand-response service. Riders can request trips to and from Perry and Willard Cities to Brigham City by calling 1-800-RIDE-UTA. The other two UTA routes provide service directly to Ogden City. One route, Route 630, is an hourly service Monday through Saturday with stops between Brigham City and the Ogden Intermodal Center. The other route, Route 685, provides once daily express service to Weber State University (42nd Street & Harrison). Other transportation services in the BRAG area include local senior centers and other recipients of the Section 5310 funding through UDOT.

Details for each of these services, as well as other transportation services, are indicated in the tables below. Two tables are provided. The first table gives detailed information for service providers that replied to the RCTP Service Provider Survey (the survey is provided in Appendix B). The second table provides an inventory of information collected during the outreach meetings. Combined, the two tables outline the full spectrum of transportation services available to members of the targeted population in the BRAG area.

TABLE 7: BEAR RIVER AOG: DETAILED INFORMATION ABOUT AVAILABLE SERVICES – FROM SURVEY RESPONSES

	Agency Name	Bear River Mental Health	Bear River Valley Senior Center	Brigham City Senior Center	Cache County Senior Citizen Center	Cache Valley Community Health Clinic	Cache Valley Transit District	Tremonton Community Food Pantry	Utah State Office of Rehabilitation
Agency Information	Service Area	• Box Elder County	• North Box Elder County	• Southeastern Box Elder County	• Cache County	• Cache County	• Cache County, Hyrum, Nibley, Millville, Providence, River Heights, Logan, North Logan, Hyde Park, Smithfield, Richmond	• Box Elder County	• Box Elder County
	Service Type	• Demand-Response	• Other: If they need a ride to Drive or hospital they call (local)	• Demand-Response			• Fixed Route • Other: Paratransit service, origin to destination services		• Fixed Route
	Scheduling Type	Phone call to one location for multiple destinations	Phone call to one location for multiple destinations	Phone call to one location for multiple destinations		No Scheduled Services Are offered	Phone call to one location for multiple destinations		No Scheduled Services Are offered
Eligibility Requirements	Age Requirements		60+	60+ without qualifying disability	60 years of age or older, caregiver, spouse, or dependent child				
	Disability Requirements		If they live with someone 60+	Inability to drive					Must have employment related disabilities
	Income Requirements					Nothing specific, like to watch for excessive material things		Has to meet income chart	Only for paid services
	Other Requirements	Medicaid, Insurance, Ability to pay		Geographic - outside area served by the UTA		No access to insurance			
Operations and Maintenance	Vehicle Ownership	• Own Vehicles	• Own Vehicles	• Own Vehicles		• No Vehicles	• Own Vehicles		• No Vehicles
	Maintenance		• Contracted	• In-House			• In-House • Contracted		
	Drivers & Attendants		• 2 Part Time Drivers	• 1 Part Time Drivers • 2 Volunteers			• 14 Full Time Drivers • 75 Part Time Drivers		

Utah's Coordinated Human-Service Public Transportation Plan

	Agency Name	Bear River Mental Health	Bear River Valley Senior Center	Brigham City Senior Center	Cache County Senior Citizen Center	Cache Valley Community Health Clinic	Cache Valley Transit District	Tremonton Community Food Pantry	Utah State Office of Rehabilitation
	Dispatch & Other Employees		• 1 Dispatch & Other	• 2 Dispatch & Other			• 10 Dispatch & Other		
# Vehicles # Accessible Vehicles	4-9 Passenger	1	1	2			6 (6)		
	10 - 15 Passenger	2		1					
	16 - 24 Passenger			2 (2)			2 (2)		
	25+ Passenger						18 (18)		
Vehicle Utilization by Period	4-9 Passenger	Weekday: 20% Saturday: -- Sunday: --	Weekday: 5% Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: 50% Saturday: 25% Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --
	10 - 15 Passenger	Weekday: 30% Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --
	16 - 24 Passenger	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: 15% Saturday: 10% Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --
	25+ Passenger	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: 70% Saturday :50% Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --
Operations Data	Total Hours	15,000	1,000	-	-	-	804,602Fixed/103, 102 Paratransit	-	-
	Total Miles	250	150	0	0	0	1468724F/25070 Riders	0	0
	Total Passengers	700	45	0	0	0	54693.59F/11349 Hours	0	0
Operating Periods	Weekday Service Period	9:00 AM – 6:00 PM	9:00 AM – 3:00 PM	9:00 AM – 3:00 PM	--	--	6:00 AM – 9:00 PM	--	--
	Saturday Service Period	--	--	--	--	--	9:00 AM – 6:00 PM	--	--
	Sunday Service Period	--	--	--	--	--	--	--	--
Funding Source & Restrictions	Funding Source	• Federal funds: Medicaid	• State Funds: State Transportation IIIB	• City, County or Special District • Donations, United Way, Fund Raising, Volunteers • Federal funds: IIIB			• City, County or Special District • Federal funds: • State Funds: Sales Tax		• Federal funds: USOR Voc Rehab • State Funds: USOR
	Funding Restriction?		• Seniors	• People with Disabilities • Seniors					• People with Disabilities

Utah's Coordinated Human-Service Public Transportation Plan

	Agency Name	Bear River Mental Health	Bear River Valley Senior Center	Brigham City Senior Center	Cache County Senior Citizen Center	Cache Valley Community Health Clinic	Cache Valley Transit District	Tremonton Community Food Pantry	Utah State Office of Rehabilitation
Trip Types & Restrictions	Trip Types	<ul style="list-style-type: none"> • Agency Programs • Employment • Other: Mental Healt Appts. 	<ul style="list-style-type: none"> • Congregate Meals • Medical • Education • Shopping & Personal Business 	<ul style="list-style-type: none"> • Agency Programs • Congregate Meals • Program at Other Agency • Medical • Employment • Education • Shopping & Personal Business • Field Trips & Recreation 			<ul style="list-style-type: none"> • Medical • Employment • Education • Shopping & Personal Business • Field Trips & Recreation 		<ul style="list-style-type: none"> • Education • Other: Meeting
	Trip Restriction?	<ul style="list-style-type: none"> • Other: In county 	<ul style="list-style-type: none"> • This Agency's Services • Medical Trips • Veteran Services • Emergencies • Nutrition 	<ul style="list-style-type: none"> • This Agency's Services 			<ul style="list-style-type: none"> • This Agency's Services 		

TABLE 8: BEAR RIVER AOG: GENERAL INFORMATION ABOUT AVAILABLE SERVICES – FROM OUTREACH MEETINGS

Service Name	Service Area	Service Type	Description	Vehicles Available for Transporting Clients	Notes
Senior Centers	All Counties; Centers in: Brigham City, Tremonton, Smithfield, Logan, Hyrum, and Woodruff.	Variable Schedule, Demand-Response (Receives 5310 funds)	Senior center vehicles using capital funding through section 5310 program, and county aging program funds for operations	Multiple	Many vehicles are not wheelchair accessible.
Meals-on-Wheels	All Counties	Delivers meals as needed to seniors	Operated through county nutrition program	Multiple	
Cache Employment and Training Center	Cache and Box Elder Counties	Agency Operated Service (Receives 5310 funds)	Transports individuals to work, community services and meetings etc.	14 Vehicles	Available for use by individuals attending CETC
Blue Goose	South Box Elder County	Agency Operated Service (Receives 5310 funds)	Operated by Brigham City Senior Center, provides transportation on a requested basis	1 Bus	
Northwest Band of the Shoshone Health Program	Box Elder County	Agency Operated Service	Employees of the Indian health program provide transportation for their clients to services as needed.	1 Van	
Lifeline Services	Communities north of Logan (M/W), south of Logan (T/Th)	Curb-to-curb demand-response for persons with transportation disabilities	Dial-a-ride service for areas outside of Logan Transit District (LTD), uses same reservation method as for LTD dial-a-ride	1 Minibus	Same reservation methods used for LTD Dial-A-Ride
Cache Multi-Cultural Center	Cache County	Agency Operated Service	Private vehicle for use by individuals attending the center	1 Automobile	
UTA Ride Share	Cache and Box Elder Counties	Carpool vehicles provided by UTA		Multiple Vans	
Informal Volunteer System	All Counties	Family and friends transporting individuals as necessary		Private Vehicles	Community is often too busy. Many do not have family nearby.
Taxi/Limo Services	Cache and Box Elder Counties	Private/Charter service		Limited	Expensive transportation option
Trailways	All Counties	Inter-city Private/Charter service		Multiple	Expensive transportation option
Greyhound	One stop in Tremonton, two times per day (4:30 AM, 4:30 PM)	Inter-city Public bus, Tremonton to Ogden and Salt Lake City, with connections to destinations out of state.	Stop in Tremonton with service two times per day (4:30 AM, 4:30 PM); reported as being too expensive.	Multiple	Stop in Tremonton with service two times per day (4:30 AM, 4:30 PM); reported as being too expensive.
UTA Fixed and Deviated Route Service	Brigham City/Perry/Willard	Fixed and flex schedule bus service (routes F638, 630, and 685)	LIFT requires 24-hours advance notice for route deviation requests	Multiple	Too expensive/unreliable

Utah's Coordinated Human-Service Public Transportation Plan

Service Name	Service Area	Service Type	Description	Vehicles Available for Transporting Clients	Notes
Division of Services for People with Disabilities	Cache and Box Elder Counties	Vans available for use by clients		N/A	
Nursing home Transportation	Cache and Box Elder Counties	Agency Operated Service		N/A	
Senior Companion Program	All Counties	Volunteers transport seniors as needed		Private Vehicles	Not enough volunteers to provide adequate transportation.
Drug Delivery	Tremonton Pharmacy	Drug delivery for customers		N/A	Drugs delivered to customers. Not reliable enough.
Ambulance	All Counties	Emergency transportation		Multiple	Too expensive, only for hospital emergencies, not for regular medical service.

DISTRIBUTION OF SERVICES

The following maps present data of interest to this study. The Utah Automated Geographic Resource Center (AGRC) was utilized to obtain these data resources. Figure 7 displays sites of cultural and recreational significance of which residents in the area may visit periodically. Figure 8 depicts locations of government sites, hospitals, and educational facilities that the regional population may travel to more frequently.

Although sites included in the maps do not provide a comprehensive listing of all possible destinations or important sites and services in the BRAG area, the information depicts the overall distribution of services in the area. These maps in conjunction with the population distribution map, Figure 9, show destinations in relation to populations centers and distances between.

FIGURE 7: CULTURAL & RECREATIONAL SITES IN THE BEAR RIVER AOG AREA

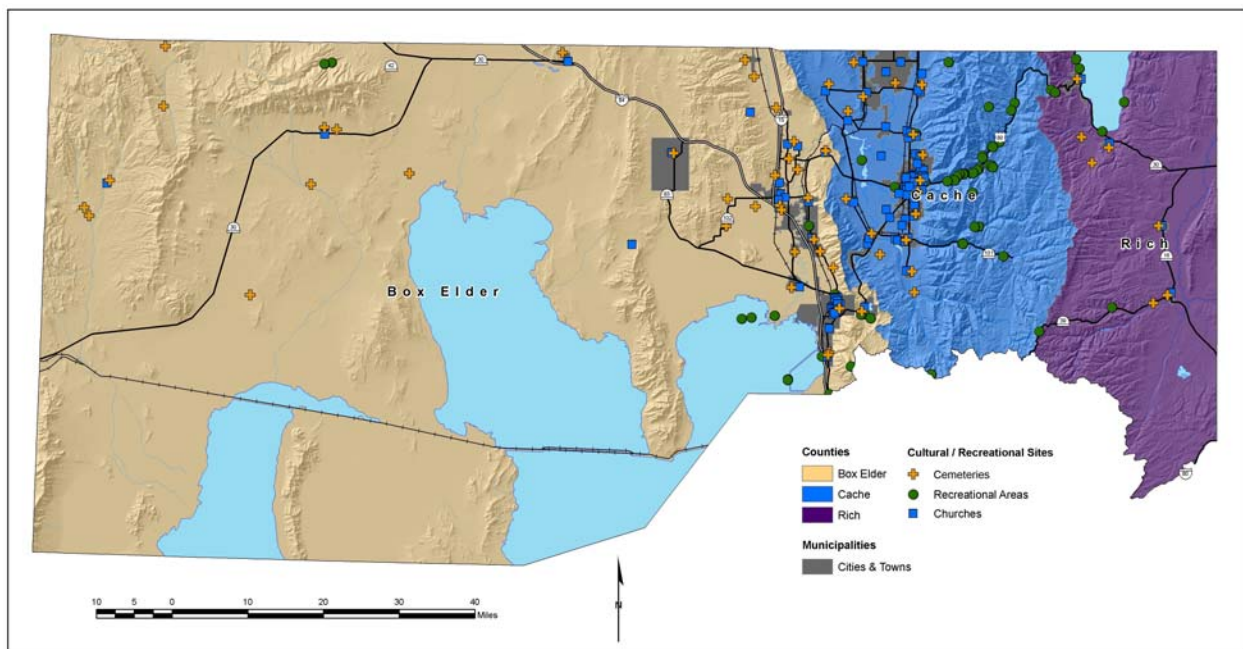
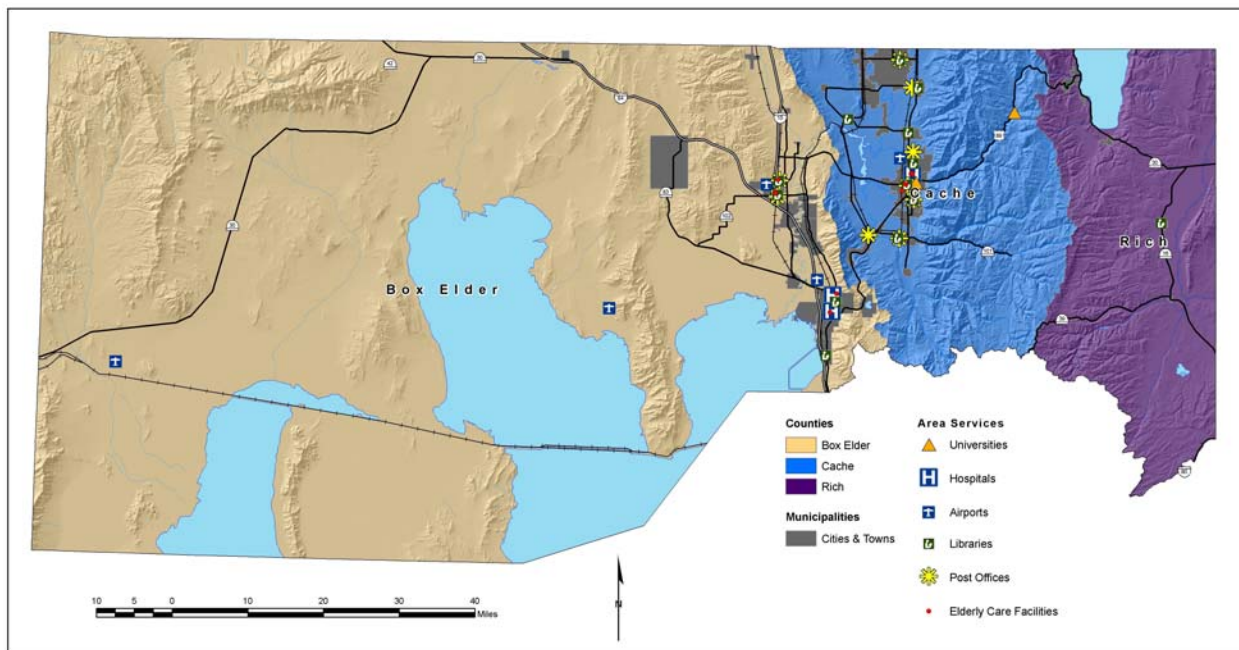


FIGURE 8: SERVICE SITES IN THE BEAR RIVER AOG AREA



DEMOGRAPHICS

Based on projections of 2000 Census data using the GOPB estimates for the year 2006, the Bear River AOG area is the second largest rural AOG in the State of Utah. BRAG is home to 5.8 percent of the state population. Compared to the state, BRAG has a higher proportion of low income residents (6.8 percent compared to 4.6 percent), but a lower proportion of disabled individuals (5.9 percent compared to 7.7 percent). Differences between BRAG in comparison to the state are likely due to a high concentration of students at the Utah State University campus, who are often considered low-income. The proportion of individuals over 65 is comparable to the statewide level.

Figure 9 illustrates the geographic distribution of residents within the BRAG area. The red region in the map shows a large concentration of residents surrounding Logan City, and the yellow and light orange regions represent relatively less dense areas surrounding Logan City within Cache Valley. As an area less populated than Logan City, but more populated than the outskirts of Cache Valley, eastern Box Elder County displays as in orange. Remote rural locations in Rich County and western Box Elder County are depicted in yellow and green where the population is low and spread over large distances.

The Venn diagram shown in Figure 10 illustrates the overlap between each of the targeted population groups. As identified previously, the low-income portion is the largest of the three targeted population groups. Although the overlap between seniors and people with disabilities appears to be large compared to the overlap between the other population groups, the proportion of people who are over 65 and disabled is the same in BRAG as at the state level.

Table 8 provides additional details about the demographics of the area from the 2000 Census. Table 9 provides more generalized data for years 2006, 2010 and 2020.

FIGURE 9: GEOGRAPHIC DISTRIBUTION OF MEMBERS OF THE TARGETED POPULATION IN THE BEAR RIVER AOG AREA

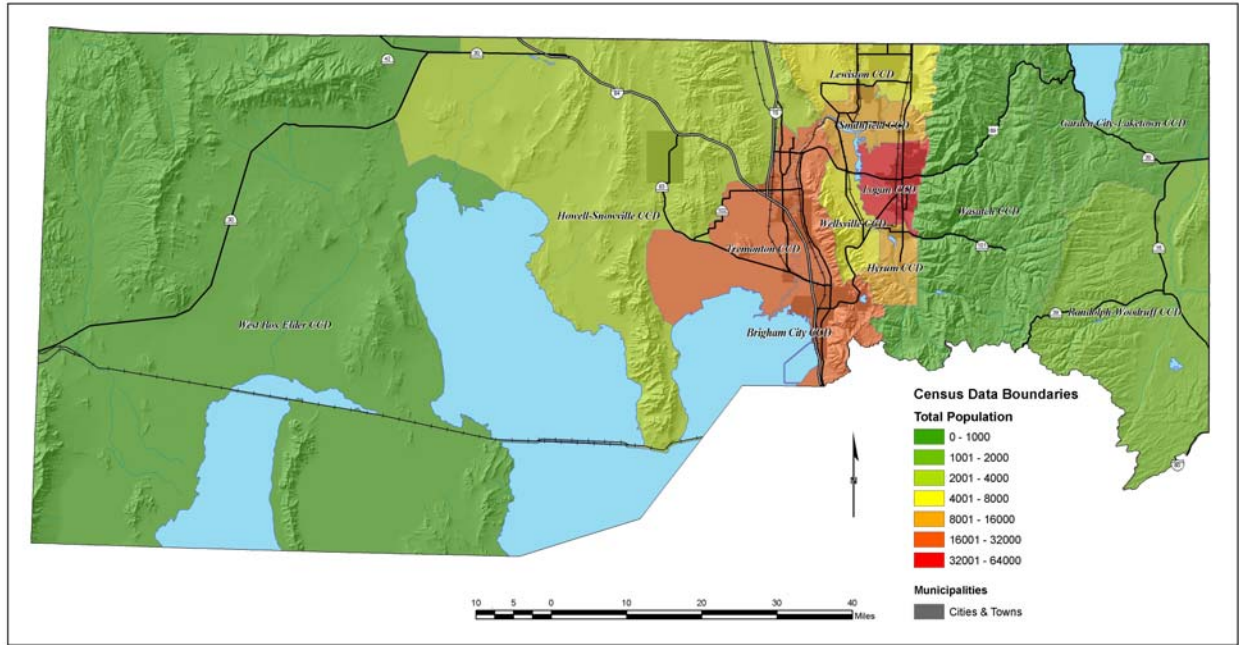
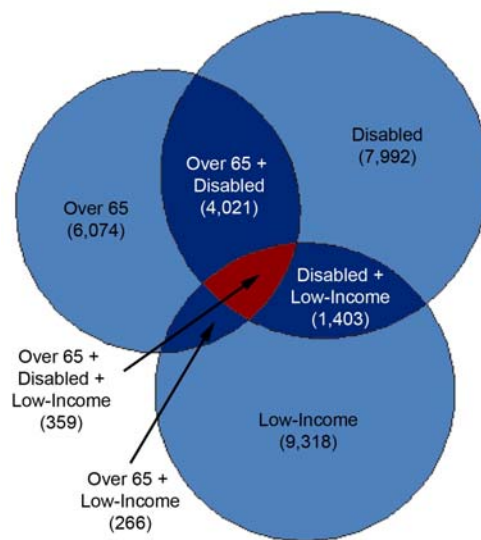


FIGURE 10: OVERLAP BETWEEN THE THREE TARGETED POPULATION GROUPS IN THE BEAR RIVER AOG AREA



Source: U.S. Census 2000

TABLE 9: BEAR RIVER ASSOCIATION OF GOVERNMENTS TARGETED POPULATION DEMOGRAPHICS

	Total Populatio n	Over 65 Alone	Over 65 & Low Income	Over 65 & Disabled	Over 65, Low Income, & Disabled	Between 16 - 64 & Disabled	Between 16 - 64 & Low Income	Between 16 - 64, & Low Income, & Disabled	Total Target Populatio n	Target as % of Total
Box Elder County	42,745	2,434	107	1,621	121	3,163	1,172	434	9,052	21.20%
Brigham City CCD	23,252	1,455	75	951	91	1,838	700	256	5,366	23.10%
Howell-Snowville CCD	2,316	54	15	67	6	183	53	30	408	17.60%
Tremonton CCD	16,781	886	17	569	24	1,137	405	148	3,186	19.00%
West Box Elder CCD	396	39	-	34	-	5	14	-	92	23.20%
Cache County	91,391	3,463	155	2,322	225	4,711	8,064	943	19,883	21.80%
Hyrum CCD	8,263	241	5	206	12	497	229	36	1,226	14.80%
Lewiston CCD	5,720	297	9	171	26	422	167	56	1,148	20.10%
Logan CCD	63,147	2,357	76	1,509	155	2,795	7,336	770	14,998	23.80%
Smithfield CCD	9,658	369	56	330	13	785	249	66	1,868	19.30%
Wasatch CCD	17	-	1	-	-	3	2	-	6	35.30%
Wellsville CCD	4,586	199	8	106	19	209	81	15	637	13.90%
Rich County	1,961	177	4	78	13	118	82	26	498	25.40%
Garden City- Laketown CCD	870	81	4	31	6	68	43	11	244	28.00%
Randolph-Woodruff CCD	1,091	96	-	47	7	50	39	15	254	23.30%
Bear River AOG Total	136,097	6,074	266	4,021	359	7,992	9,318	1,403	29,433	21.60%

Source: U.S. Census 2000

TABLE 10: BEAR RIVER ASSOCIATION OF GOVERNMENTS FUTURE TARGETED POPULATION DEMOGRAPHICS

		Over 65		Low Income		Disabled		Total Population
		Total	% of Total Population	Total	% of Total Population	Total	% of Total Population	
2006	Box Elder County	4,788	10%	2,025	4%	5,895	12%	47,197
	Cache County	7,164	7%	10,134	10%	8,853	9%	98,662
	Rich County	309	15%	130	6%	244	12%	2,040
	AOG Total	12,261	8%	12,289	8%	14,993	10%	147,899
2010	Box Elder County	5,051	10%	2,113	4%	6,152	12%	49,254
	Cache County	7,863	7%	11,740	10%	10,257	9%	114,304
	Rich County	372	17%	137	6%	257	12%	2,147
	AOG Total	13,286	8%	13,991	8%	16,666	10%	165,705
2020	Box Elder County	6,741	11%	2,646	4%	7,703	12%	61,675
	Cache County	12,000	8%	15,178	10%	13,261	9%	147,776
	Rich County	529	22%	156	6%	293	12%	2,447
	AOG Total	19,270	9%	17,981	8%	21,257	10%	211,898

Sources: U.S. Census 2000; Governor's Office of Planning and Budget 2006, 2010 & 2020 Population Estimates

Notes:

Over 65 = Estimate from GOPB; Low Income = Census data expanded using growth factor from GOPB estimate; Disabled = Census data expanded using growth factor from GOPB estimate

SUMMARY OF TRANSPORTATION NEEDS

This section summarizes the needs identified for the area. See Chapter 3: Methods for a description of how these needs were identified.

TRANSPORTATION SERVICES WITHIN REMOTE RURAL AREAS

Need: Demand-response service is needed for populations living outside of Logan City and Brigham City serving destinations within these cities.

Discussion: Communities in Bear River AOG are spread over relatively large areas with substantial portions of the population living outside Brigham City and Logan City. These areas include northern and western Box Elder County, northern and western Cache County, and all of Rich County. Transportation services in these remote areas are almost non-existent. For example, Options for Independence, a local human service provider, has six clients in Rich County, but because of the distance between Logan City and cities in Rich County, it is not feasible to provide service.

Individuals living in these areas are in need of transportation into the cities of Brigham and Logan for essential services such as medical appointments, social services, shopping and groceries. Connections to Salt Lake City and Ogden are also needed from remote locations for access to medical specialists, recreation, shopping, and the Salt Lake City International Airport.

TRANSPORTATION SERVICES WITH EXTENDED OPERATING PERIODS

Need: Extended service periods are needed, especially for shift-work outside of the normal daytime work period, as well as service during the weekend.

Discussion: Workers within Box Elder County and Cache County expressed a need for transportation services with extended operating hours to provide access to employment opportunities occurring outside the regular 8:00 a.m. to 5:00 p.m. workday. Both counties have manufacturing and industrial employment opportunities available in the central and outlying areas.

In addition to extended hours, members from the targeted population also highlighted the need for transportation services on the weekends, particularly Sundays, which would allow them to attend social, cultural, and religious activities.

Based on responses received in the RCTP Service Provider Survey, one out of nine human service providers within the BRAG area offer transportation services outside the hours of 9:00 a.m. to 6:00 p.m., Monday through Friday. None of the existing human service providers offer transportation on Sundays. The RCTP Service Provider Survey also asked service providers what transportation needs are not being met adequately by their agency. Of those who responded, 63 percent of service providers said the need for extended services (e.g. evenings and weekends) is not being met.

USER FRIENDLY SERVICES

Need: Improved information about available service, including education about the type of transportation that is available and improved printed information about how to use the service, is needed to support customer awareness about available transportation.

Discussion: Participants at focus group meetings indicated there is a need to improve driver/client relationships and driver sensitivity to special needs riders. As an example, meeting participants indicated individuals with disabilities may require assistance determining where they need to get off the bus. Drivers must be patient with these clients and be aware of the special assistance they require.

Participants also indicated there is a need to improve the way information is presented. Examples given include easy-to-read schedules and simple descriptions of routes. Along these lines, participants also indicated a need to improve the opportunity for individuals to increase their knowledge of local transportation providers and transportation options available to them.

AFFORDABLE TRANSPORTATION ALTERNATIVES

Need: Affordable transportation options for low income and fixed income customers are needed.

Discussion: Individuals and service providers present at the focus group and workshop meetings held in the BRAG area highlighted the need for affordable transportation options. Two specific examples were given. First, participants in Brigham City felt the new LIFT service is too expensive. In Cache County, participants felt inexpensive inter-city transportation (e.g. from Brigham City to Salt Lake City) is a major need not being served. These participants cited Trailways, a charter bus service, as the only inter-city service available.

WHEELCHAIR ACCESSIBILITY

Need: There is a need for additional wheelchair-lift-equipped vehicles in the BRAG area.

Discussion: While there are some ADA accessible transportation services available within the Bear River AOG, members of the targeted population expressed a need for additional services of this kind. For example, it was identified during a focus group meeting that the Tremonton Senior Center currently has only one van. This van cannot be used by individuals in a wheelchair. In addition, only two out of nine respondents to the RCTP Service Provider Survey reported having wheelchair accessible vehicles.

FLEXIBILITY IN ELIGIBILITY RESTRICTIONS

Need: Although vehicles are available in remote rural areas, eligibility restrictions prevent these vehicles from being used by people who do not meet the eligibility criteria. This barrier creates both a gap in service by not serving the needs of ineligible individuals and a duplication of

service by requiring the ineligible riders to find transportation elsewhere. A more flexible system for providing rides to the targeted population is needed.

Discussion: Both members of the targeted population and service providers indicated restrictive eligibility criteria prevent individuals from easily accessing existing transportation services in remote rural locations. For example, in Tremonton senior center vans provide the only available transportation service. However, low-income riders who are not over 60 or disabled are not eligible to utilize in these vehicles. Of the known transportation services within the area, the Cache Valley Transit District and UTA are the only service providers offering transportation without eligibility restrictions. These providers do not serve remote rural locations and therefore do not meet the needs of people in these areas. Transportation services are not being used by the targeted population due to these restrictions, creating a large gap in the transportation system within remote rural portions of the BRAG area.

Similarly, due to eligibility restrictions, transportation providers do not always allow caregivers to travel with individuals who need assistance. For example, service providers in the Brigham City area indicated the dial-a-ride system is only available to individuals who are able to ride independently. Members of the targeted population may require help, as some do not have the social skills necessary to travel on their own. Lack of flexibility on this subject means caregivers are often forced to use personal vehicles to transport individuals, even though other services exist.

ACCESS TO SERVICES ACROSS STATE LINES

Need: Members of the targeted population need access to jobs and services across state lines.

Discussion: Bear River AOG is located in the northern portion of Utah. It is in close proximity to both Wyoming and Idaho. For some individuals employment opportunities in neighboring states are geographically closer than opportunities within Utah; however, due to a lack of coordination between transportation service providers, employment opportunities in nearby neighboring states were reported as being almost impossible to access by public transportation. Lack of coordination creates a gap in service for clients seeking destinations across state lines.

Note: After outreach was undertaken for the development of this plan, CVTD announced a new route with service to Franklin County, Idaho, with a stop in Preston. Rich County and Garden City have also negotiated a temporary service from Montpelier, Idaho to Garden City, Utah through an Idaho based provider. This service will provide seasonal transportation opportunities for potential employees of recreation services in Bear Lake Valley. These new transportation options will address some of the need for access across state lines.

FUNDING FOR OPERATING EXPENSES AND ADDITIONAL SERVICES

Need: Additional funding is needed to cover operating expenses.

Discussion: A number of service providers explained they have used federally funded matching programs, such as the Elderly Individuals and Individuals with Disabilities Program (Section 5310), in order to procure vehicles for their agency. It was noted once service providers have acquired the vehicles, they encounter challenges obtaining sufficient operating funds due to increased fuel costs and other economic factors. These challenges make it difficult for them to provide additional services such as increased routes or extended operating hours. For example, four of the senior centers within BRAG receive a shared annual transportation budget of \$8,000. Representatives from these senior centers expressed this amount was insufficient to cover the demands placed on their transportation programs.

Participants also expressed funding problems are related to other issues. An example given was the issue of providing affordable transportation service and its relationship with operating costs. It was suggested in the absence of reliable operating funds, rising fuel prices often result in passing costs on to users. In addition, a number of service providers indicated they are unsure of where to access information about available funding sources.

AWARENESS OF TRANSIT NEEDS ON BEHALF OF LOCAL ELECTED OFFICIALS

Need: Awareness about gaps in local public transit service on behalf of elected officials is needed.

Discussion: Service providers suggested the provision of public transportation is not well represented in political discourse. They feel gaps in the existing transportation system are not being brought to the attention of local decision makers, and therefore adequate funding is not being allocated to address the issues.

PUBLIC TRANSPORTATION FOR INDEPENDENCE

Need: Reliable transportation service is needed to assist in the transition of institutionalized people back into community settings.

Discussion: The lack of transportation services available to senior citizens and people with disabilities living in remote rural areas means these individuals are more likely to be removed from their homes and placed into institutional settings because they cannot access necessary medical care and personal assistance requirements. Participants of the focus group and workshop meetings suggested if transportation services were available to those individuals they feel they could continue to live in their own homes and remain self-sufficient for a longer period of time, thereby improving their quality of life.

TRAVEL TIME TO MAJOR CITIES

Need: A simple and convenient service is needed to connect cities in the BRAG area to key destinations in Ogden, including medical services, regional shopping, and major transit hubs.

Discussion: Members of the targeted population often require access to major surrounding cities for services that are not available locally or to meet with family and friends in neighboring cities. In particular, individuals indicated they need to travel to medical appointments at locations

along the Wasatch Front anywhere from once a month to a few times a week. Currently there are limited public transportation options to access these areas or if service is available, it requires an inconvenient number of transfers to access their destinations along the Wasatch Front.

For many members of the targeted population, it is difficult and time-consuming to obtain transportation to larger cities within BRAG, such as Brigham City, from the smaller outlying areas, such as Corrine. In order to travel further to major cities like Ogden and Salt Lake City, members of the targeted population are often required to make multiple transfers and wait long periods at bus stops. It has been suggested trips to major cities using public transportation can take an entire day to complete, unlike personal transportation, which allow individuals complete the trip in an hour or two. Extensive travel times resulting from numerous transfers and inefficient routing patterns create extensive burdens for individuals who cannot dedicate the time required to use such services.

PROTECTION AGAINST INCLEMENT WEATHER

Need: Clients need curb-to-curb service, particularly in inclement weather.

Discussion: Inclement weather is a hardship for members of the targeted population living within the BRAG area. Many persons of the targeted populations have mobility issues restricting them from walking even short distances. Extreme temperatures (both hot and cold) make it difficult and dangerous to walk to a nearby bus stop or stand for long periods outdoors waiting at length for public transportation. In areas where fixed-route service is provided, bus stops need better shelter from the weather.

STRATEGIES TO ADDRESS NEEDS

The needs and issues identified above describe a system that could be partly improved with relatively minor actions, such as educating potential riders about the services available, or improving bus stop locations to protect people from inclement weather. However, other major gaps in service require more sophisticated strategies to address the complex and interrelated issues associated with funding, eligibility restrictions, and limited operating expenses.

Based on feedback received at both focus group and workshop meetings, the existing transportation services in Cache Valley and Brigham City meet most needs and provide service that is both affordable and reliable. This service although is not available in much of the remote rural portions of the region (Rich County, northern and western Box Elder County, and northern and western Cache County), however, which is the greatest challenge to overcome transportation obstacles and improve access to services for the target population residing in these communities.

Remote rural portions of the region are served by human service agency vehicles. The human service agencies vehicles are subject to more rigid eligibility requirements, and suffer from limited operations funding. The limited funding restricts their ability to expand.

Due to the limited number of potential riders and the distance traveled in order to transport riders from remote rural locations into Brigham City and Logan, it would not be feasible to

extend the service areas. Similarly, because the local agencies serving these remote areas are burdened with low operations funding and complicated eligibility requirements, it is not likely the solution will stem from one of these agencies simply expanding their services to meet the needs in remote rural areas. While some problems can be addressed with simple solutions implemented at the agency level, a more sophisticated, coordinated approach is needed to narrow the disparities in service identified.

STRATEGIES

This section outlines proposed strategies addressing the needs identified above. Note some strategies included in this section are related to strategies identified at the statewide level. See Chapter 3: Methods for a description of how these strategies were identified.

Each strategy includes a discussion of the needs it addresses and identifies specific actions. Each strategy also includes a recommendation. This section concisely states the recommended course of action. The strategy also includes information for each of the three-prioritization criteria identified in Chapter 3: Methods.

STRATEGY 1 – EDUCATE SERVICE PROVIDERS

Discussion: Educating agencies and increasing awareness of the diverse needs and services available has great potential to lead to enhanced coordination between agencies. According to the United We Ride Vehicle Resource Sharing Final Policy Statement, grant recipients may “share the use of their own vehicles if the cost of providing transportation to the community is also shared.” This is one way agencies may coordinate transportation without losing current funding. Many agencies did not seem aware of this opportunity or other coordination strategies. Valuable information such as this will help agencies better utilize their transportation resources.

Recommendation: Create an education program for both social service and transportation providers, including information about funding programs, regulations, and exceptions.

Prioritization Criteria:

- **Ease of Implementation:** Creating a fact sheet for the various agencies and transportation providers is readily available through resources such as United We Ride in addition to the findings from this document.
- **Needs Addressed:** This strategy directly addresses the need for education and may also address other issues as well. Once agencies have the tools and resources available, they can address larger issues and solve more complex problems. The education component will also assist in the coordination effort.
- **Position within Critical Path:** This strategy is recommended as the first step in the critical path.

STRATEGY 2 – EDUCATION FOR POTENTIAL TRANSIT RIDERS

Discussion: Transportation users in the targeted population do not seem to be aware of available transit options. A pamphlet or information sheet posted in public places (grocery store, senior center, etc.) would make transportation information readily available and inform the targeted population of transportation options. As indicated previously, members of the targeted population and service providers alike expressed a need for public education about these services. Improved public information about the types of transportation available would likely lead to improved utilization of services.

Recommendation: Create a listing of all transportation services within the AOG and publish the information online through a dedicated website and in an easy to access/reproduce printed brochure format. Distribute printed versions freely at grocery stores, libraries, post offices, and other public locations.

Prioritization Criteria:

- **Ease of Implementation:** It should be relatively simple to create brochures and handouts with little cost to agencies; posting to websites or displaying notices on community access channels are also a way distribute information to the community.
- **Needs Addressed:** This strategy directly addresses the need for education and may also address other issues as well. For instance, an available transportation list may entice more riders. The increased ridership will help the transportation provider in recovering cost through increased revenue, and the increase in numbers will improve operating efficiency. Those improvements in ridership would contribute to a strong basis for applying for grant funding.
- **Position within Critical Path:** After educating agencies on methods to improve service and rider education should be developed either jointly or immediately following. By bolstering agencies first, those agencies will take that momentum and funnel it into a rider education program, which will lead to additional riders and a sense of accomplishment by agencies, preparing them to tackle larger, more complex issues.

STRATEGY 3 – PROVIDE SENSITIVITY TRAINING FOR DRIVERS

Discussion: Suggestions were also made at various outreach meetings to increase opportunities for driver education. The objective of such training would be to improve driver awareness of the requirements of special needs riders. Drivers are often volunteers and may not have had specialized training on the mobility of riders. Offering this training will enhance the rider experience and allow drivers to feel more confident in their own ability to handle medical or mobility situations.

Recommendation: The Utah Rural Specialized Transportation Association will develop a training course for drivers and volunteers to learn about the special needs of their riders, and provides this training for drivers. Utilize Section 5310 funding for these purposes. A short course including

first aid, CPR, and basic care for disabled riders could be accomplished through existing social service programs.

Prioritization Criteria:

- **Ease of Implementation:** Establishing this specialized education program will require moderate effort and coordination with other social service or health programs. Enlisting the help a local doctor's office, YMCA or nursing home to teach short courses will lead to a comprehensive training program, but again will require additional time and possibly a stipend for the instructor(s). This will be an ongoing effort, as new drivers and volunteers will continually need training.
- **Needs Addressed:** This strategy will assist in volunteer coordination and overall agency education efforts, but is better positioned as a subset of the larger education component.
- **Position within Critical Path:** While this is an important strategy, it will not dramatically improve basic system operations. This strategy would be better suited to implement after other basic education and coordination efforts have been accomplished.

STRATEGY 4 – EDUCATE DOCTORS AND OTHER MEDICAL SERVICES PERSONNEL

Discussion: Educating doctors and other health services such as pharmacies was suggested as a way to aid in the coordination efforts and to improve efficiencies within the system. Many people indicated a medical appointment could take all day when the traveling time, waiting for the appointment and waiting on prescriptions are combined in one session. Drivers and riders alike complained of having to wait before and after doctor appointments for transportation to arrive making for a long day for a routine doctor visit. In addition, many participants indicated utilizing public transit was not an option due to the scheduling and availability of appointment time slots. The objective of such education would be to improve medical professionals' awareness of the needs of transit dependent riders.

Recommendation: Present the printed material developed in Strategy 2 to the medical community to begin a conversation about coordinating appointments with transit schedules. Create a brochure and website listing all the transportation services within the AOG and publish the information online and in easy to access/reproduce format. Distribute printed versions freely at doctors' offices, pharmacies or medical supply stores.

Prioritization Criteria:

- **Ease of Implementation:** It should be relatively simple to create brochures and handouts with little cost to agencies; posting to websites or notices to community access channels are also a way to inform the community. This information can be obtained from the previous education efforts. Potentially no additional cost or effort would be needed other than distribution of pamphlets, including route schedules would be needed.

- Needs Addressed: This strategy directly addresses the need for education, and may also address other issues as well. If doctors adjust appointment times or are more flexible rider satisfaction may increase thereby increasing overall ridership.
- Position within Critical Path: While this is an important strategy, it will not dramatically improve basic system operations. This strategy could be accomplished along with the other education components.

STRATEGY 5 – ESTABLISH TRANSPORTATION SERVICES TO REMOTE RURAL AREAS.

Discussion: Participants of the focus group and regional workshop meetings suggested the development of a feeder system of demand-response transportation for individuals in remote rural areas to link with existing transit in the regional cities of Logan and Brigham City. Such connections would address a great deal of need by providing service to some of the region's most remote rural locations.

Recommendation: Work with service providers in remote rural areas to identify trip patterns and/or routing schemes that, when combined with other coordination activities, achieve cost effective connections between remote rural areas (i.e. cities in western Box Elder County, north Box Elder County, Rich County, northern and western Cache County), and regional cities (Logan and Brigham City). Establish demand-response transportation with a 24-hour notification/request line to create a feeder system of demand-response transit from rural areas to key stops in Logan and Brigham City in order to link with existing transportation.

Utilize the following elements to establish service:

- Use existing/idle vehicles
- Apply coordination activities from the coordination tool box to improve cost effectiveness
- Conduct annual performance reviews
- Based on performance reviews, make adjustments to the program on an annual basis to improve service
- Establish transfer points at existing transit stops.

Prioritization Criteria:

- Ease of Implementation: Creating new services to reach those in rural areas should not be difficult if the service is simplified through a demand-customer base and if destinations can be linked with existing transportation routes and stops. In essence, current systems operated by existing human service agencies will merely be enhanced to provide additional service. Close coordination with other regional agencies and providers will be necessary to ensure success.
- Needs Addressed: This strategy will enhance transportation within the region, provide transportation for isolated rural areas, potentially provide employment related transportation, overcome loss of independence for members of the target population, and utilize existing services by tying into the system. This type of service may not see positive results early, but will help to increase ridership by offering more routes or

improved scheduling; this will in turn improve fluctuating ridership once the population knows they can comfortably rely on these transportation services.

- Position within Critical Path: This strategy can be implemented independent of other efforts and is a good way to begin designing a larger transportation network throughout the region. The ease and time to implementation will be determined by the responsible agencies and securing funding. This effort can begin at anytime.

STRATEGY 6 – ESTABLISH A CENTRALIZED DISPATCH WITHIN THE EXISTING CACHE VALLEY TRANSIT DISTRICT, UTA, OR BRAG TO HANDLE INCOMING REQUESTS AND TO COORDINATE SERVICES OF MULTIPLE ENTITIES.

Discussion: During the outreach meetings, it was suggested a centralized dispatch unit be created through BRAG or CVTD to act as the single receiving agency for incoming requests and coordinate trips for all local service providers. The dispatch unit would be familiar with eligibility requirements for each of the different services and could match a user with the mode of transportation most suitable for them.

Recommendation: Work with service agencies and transportation providers to identify participants of a request line and central dispatch. Designate a toll free telephone number to take requests. Staff the line or establish a voice recording system to record transportation requests. Utilizing a voice recording will enable the reservations to be made any time of day and will be convenient for users. Establish policies and procedures for making reservations, create brochures for the public on how to use the request service. If a centralized dispatch cannot be accomplished, create a manned central phone number to connect people with the appropriate transportation or human service provider.

Prioritization Criteria:

- Ease of Implementation: This strategy will take pre-planning and funding to begin such a new service. Utilize information from the tool box to identify funding sources, such as Section 5310, 5311, 5316, or 5317 federal funds, or state or non-profit resources.
- Needs Addressed: Utilizing a single source point for scheduling and reserving transportation will lead to greater cost efficiencies in both capital and operating budgets, and will also utilize and maximize existing services. Also expands existing services by making them more accessible to a wider range of people.
- Position within Critical Path: This strategy will have the most success once the existing system is stabilized, coordination efforts begin in earnest, and education of riders and service providers has been completed. Support from all agencies is necessary to make this region-wide effort a success.

STRATEGY 7 – DEVELOP AN AREA-WIDE PUBLIC TRANSPORTATION BUSINESS PLAN WITH EMPHASIS ON IDENTIFYING OPPORTUNITIES FOR COORDINATION

Discussion: If applied and properly managed, the coordination strategies identified in this section will yield cost savings both for operating and capital expenses. By monitoring these cost savings as part of an overall coordination program, BRAG can assist agencies in identifying opportunities to reinvest funds saved through coordination into addressing other needs outlined in this plan.

Savings experienced due to coordination could be reinvested in the following areas to narrow the gaps identified above:

- Extended operating hours
- New vehicles
- Improved signage and education programs
- Establishing new transit connections within the region
- Establishing inter-city transit
- Providing affordable alternatives

Recommendation: Create a business plan focusing on coordinating regional efforts with measurable milestones. Gain support and draft any agreements necessary for agencies to participate in a regional transit business plan. Within the business plan, the main elements should be focused on short-term cash flow projections. A long term cash flow projection is the summary of several elements of a financial plan that includes:

- Funding sources (public and private) and revenue forecasts (fees)
- Proposed project capital budget
- Other planned capital projects
- Annual operating and maintenance (O&M) expenses for the proposed project and the existing system
- Exploration of the potential for privatizing transportation services or utilizing a transportation brokering method.

Prioritization Criteria:

- Ease of Implementation: This will not be an easy task and could require the use of an outside consultant to develop the financial plan. If a consultant is used, additional funding will be required from various sources. If the plan is coordinated in-house, staff time should be allocated for multiple employees to assist in this effort, including a CPA, agency financial planner, regional planner and/or program administrator.
- Needs Addressed: This strategy can address many if not all the needs outlined above.
- Position within Critical Path: If this strategy is utilized it should begin first. While the business plan is being drafted preliminary coordination and education efforts could be underway simultaneously.

STRATEGY 8 – EXPAND CURRENT SERVICES AND CREATE NEW INTER-CITY AND INTRA-CITY ROUTES.

Discussion: A number of service providers explained they have used federally funded matching programs such as the Elderly Individuals and Individuals with Disabilities Program (Section 5310) in order to procure vehicles for their agency. It was noted once service providers have acquired the vehicles, they encounter challenges budgeting sufficient operating funds due to increased fuel costs and other factors. These challenges make it difficult to provide additional services such as increased routes or extended operating hours. Participants also mentioned funding problems are related to other issues. For instance, in the absence of reliable operating funds, rising fuel prices often result in costs being passed on to the users.

Although sufficient funds are available for capital improvements such as vehicle procurement through the 5310 program, there is a lack of funding sources for operating expenses. Lack of sufficient operating funds exacerbates gaps in service especially in areas where user fees prohibit use.

Recommendation: Create new transit routes throughout the region and provide a networked system of inter and intra-city transportation options. Coordinate with UTA and CVTD to establish scheduled service connections between Brigham City and Logan. Consider including Park and Ride lots as part of the Logan to Brigham service. Provide transit service after standard weekday hours and on weekends.

Prioritization Criteria:

- **Ease of Implementation:** This will be a major undertaking and not easily accomplished. Availability of funding for the creation of new services will require federal and local match funds, if grants are pursued. Funding amounts for capital and operating expenses should be secured and budgeted before implementing new services. A fee structure will need to be determined. This should only occur after a business plan is in place. The issue of crossing county boundaries will require considerable coordination between entities.
- **Needs Addressed:** Additional services through fixed route and fixed schedule would go a long way to enhance community transportation options. Service expansion would address those needs larger in scope, such as: creating a stable business economy, providing access to jobs, overcoming dependence, creating transportation options for isolated rural areas, and providing transportation within region.
- **Position within Critical Path:** Service expansion should only be undertaken after other education, planning and coordination efforts have been in place. This strategy is a long-term approach to provide transportation throughout the region, and will require extensive staff time and funds to create new services. Only after improvements are made to the existing system and are monitored and deemed as successful or improving will expansion be a worth while venture. This will most likely be a final element to improving transportation within the region.

STRATEGY 9 – PROVIDE REIMBURSEMENT FOR FAMILY AND VOLUNTEERS TO TRANSPORT MEMBERS OF THE TARGETED POPULATION AND PROVIDE REIMBURSEMENT OR VOUCHERS FOR MEDICAL AIDES/VOLUNTEERS WHEN PUBLIC TRANSPORTATION IS USED.

Discussion: Instead of disbanding the already successful volunteer system in place, reimburse volunteers for their efforts in driving residents to and from locations. Volunteers especially need gas or mileage reimbursements for long trips to Provo or Salt Lake. In order to accommodate those who need assistance, provide bus passes or a voucher so aides can help members of the target population get the assistance they need.

Recommendation: Work with transportation providers to establish a simple voucher system for aides. Establish a funding source for volunteer reimbursement by pooling funds or portioning out a percentage of operating budgets.

Prioritization Criteria:

- Ease of Implementation: This strategy may in theory appear easy to accomplish but in reality is much more difficult. Convincing policy/decision makers to apportion already stretched-thin operating funds will take political know-how and a good education element. Also, preparing budgets far in advance and gaining support will take considerable lead time to get approved and established. Once established it will also take diligence yearly during budget season to prevent this program from being eliminated from budgets due to cost cutting.
- Needs Addressed: Providing reimbursements for volunteers to drive members of the target population to destinations decreases volunteers' financial burden. Many volunteers are more than happy to donate time, but some may not have the financial means to donate money. This strategy continues to reward the volunteer system currently in place and will remain a stabilizing force within the community.
- Position within Critical Path: Finding and keeping the funding sources for this effort will take conviction and may need additional time to develop and therefore is listed after education and coordination. Once education and coordination are implemented cost savings will most likely occur. These cost savings could be utilized to fund these reimbursements.

PRIORITIES

A ranking of high, medium or low is given for each of the strategies based on the evaluation of each of the three criteria:

- Ease of Implementation
- Needs Addressed
- Position within Critical Path

Ease of Implementation: Strategies relatively easy to address received a higher priority than those that require substantial dedication of resources or are difficult to complete because they address complex issues.

Needs Addressed: Strategies addressing multiple needs were prioritized higher than those that address fewer needs.

Position within Critical Path: Strategies received a higher priority if they are positioned early on the critical path. This means if a strategy must be implemented before other strategies can be implemented, it receives a higher priority.

The prioritization rankings given are fairly subjective and are based on professional judgment applied by the practitioners involved in developing the plan. These priorities are simply recommendations, not requirements. Local areas should interpret these recommendations with an understanding of the context of local conditions.

HIGH

Strategy 1 – Educate Service Providers

Strategy 2 – Provide Education for Potential Transit Riders

Strategy 3 – Provide Sensitivity training for drivers

Strategy 4 – Educate doctors and other medical services personnel

MEDIUM

Strategy 5 – Initiate coordination among human service agencies to improve service in remote rural areas.

Strategy 7 – Monitor progress of coordination activities, identify areas of cost savings and re-invest savings to further improve the system.

Strategy 9 – Provide reimbursement for family and volunteers to transport members of the target population and provide reimbursement or vouchers for medical aides/volunteers when public transportation is used.

LOW

STRATEGY 6 – Establish a centralized dispatch within the existing Cache Valley Transit District, UTA, or BRAG to handle incoming requests and to coordinate services of multiple entities.

Strategy 8 – Expand current services and create new inter-city and intra-city routes.

SUB-CHAPTER 4.3: MOUNTAINLAND ASSOCIATION OF GOVERNMENTS AREA: RURAL COUNTIES

AREA OVERVIEW

This section includes a description of the local area, including information about local jurisdictions, an inventory of available transportation services, information about area demographics, and other relevant information. See Chapter 3: Methods for a description of how this information was developed.

JURISDICTIONS

MOUNTAINLAND ASSOCIATION OF GOVERNMENTS

Mountainland Association of Governments (MAG) is a political subdivision of the State of Utah, an intergovernmental agency working for all of the cities/towns of Summit, Utah and Wasatch Counties, and the counties of Summit and Wasatch. The RCTP focuses on the rural portions of the AOG (Summit and Wasatch Counties).

The current activities of the Association include administration of the Area Agency on Aging through the Department of Aging and Family Services, administration of the Community Development Block Grant program, administration of the Economic Development District, administration of the Rural Planning Organization (RPO) in Wasatch County, administration of the Social Services Block Grant and other community planning services.

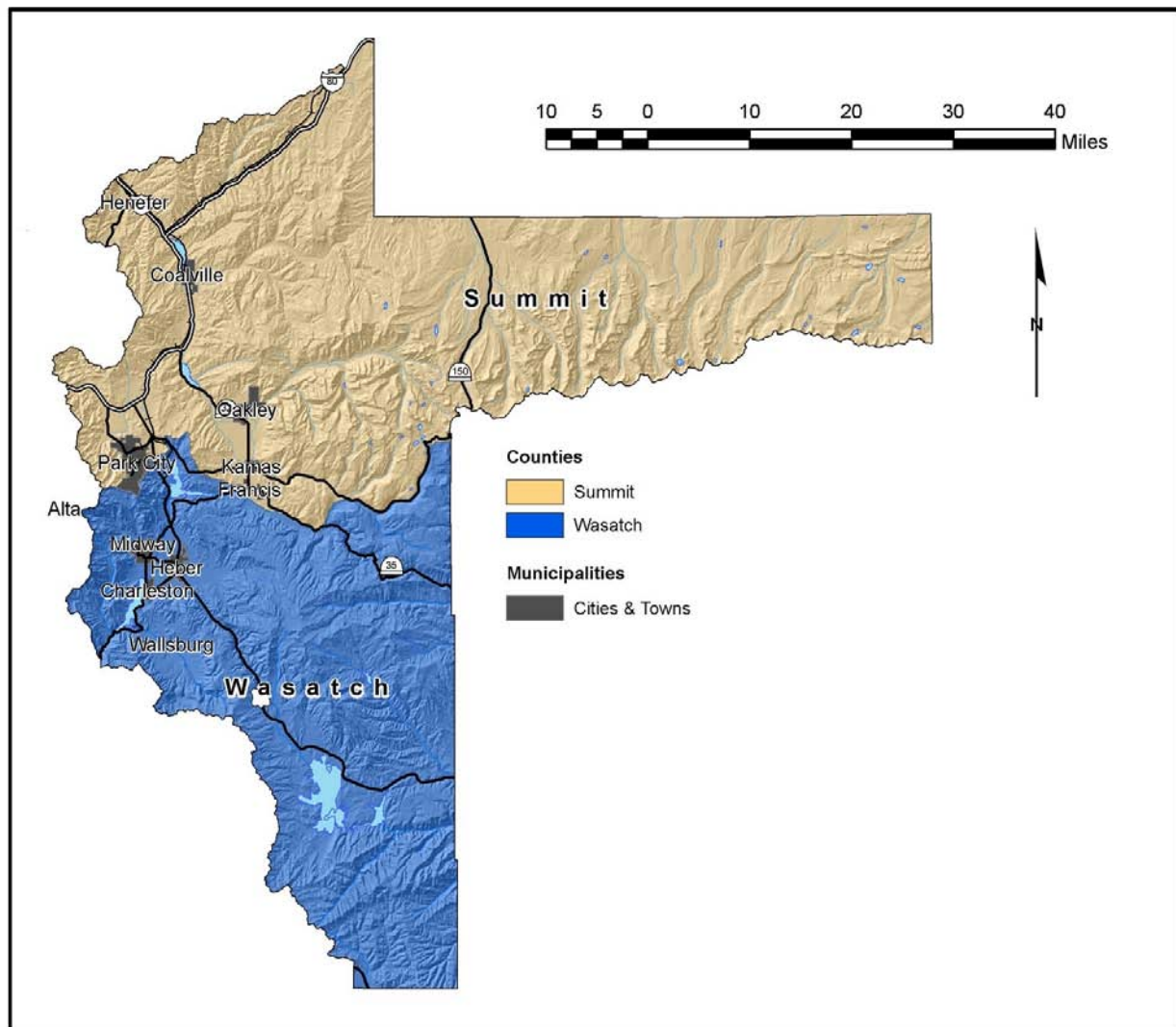
MOUNTAINLAND ASSOCIATION OF GOVERNMENTS MPO

A Metropolitan Planning Organization (MPO) functions as a conduit of federal transportation funds for urban areas with a population over 50,000. The Mountainland MPO includes all of the municipalities of Utah County, everything west of the Wasatch Mountains. More information about the MPO is available in the urban portion of the plan.

WASATCH RURAL PLANNING ORGANIZATION

The Wasatch RPO was formed by UDOT, Heber City, Midway City, Wasatch County, Charleston Town and Wallsburg Town at the request of the Wasatch County Intergovernmental Advisory Committee during 2003. Wasatch elected officials to coordinate, plan and prioritize future transportation investment in Wasatch County, Utah organized the RPO.

FIGURE 11: MOUNTAINLAND ASSOCIATION OF GOVERNMENTS AREA OVERVIEW MAP



LOCAL AREA CONDITIONS AND AVAILABLE TRANSPORTATION SERVICES

The MAG area covers 5,229 square miles of north central Utah. Summit County (found within MAG) shares its northern border with the state of Wyoming. Major services, such as regional hospitals and regional shopping centers are located in Provo City in Utah County (approximately 50 miles south west of Park City), or in Salt Lake City in Salt Lake County (approximately 30 miles west of Park City). Local residents also travel to these locations to access services such as medical specialists, government appointments, cultural and social events and to access the Salt Lake International Airport. Geographically MAG is separated from such services along the Wasatch Front by the Wasatch Mountain range which inhibits transportation to and from the region. Major transportation corridors within the area include I-80 which passes through Summit County and is the second longest interstate highway in the United States and U.S. Route 40

which passes through Summit and Wasatch County and continues through Duchesne County into Colorado.

MAG is served by one public transportation provider located in Summit County: Park City Transit. Park City Transit offers both a free local area transportation service within Park City and paid services to outlying areas within the county. Some routes are only offered at certain seasons of the year. Park City Transit also offers a dial-a-ride service where general public passengers with ride reservations will be picked up and dropped off along a fixed route at locations not serviced by the local area or countywide service. A door-to-door van service (Para-Transit) is offered for ADA-certified passengers who cannot ride the fixed route services. Other transportation services in the MAG area include vehicles operated by local senior centers and other recipients of Section 5310 funding.

Details for each of these services as well as other transportation services are indicated in the tables 10 and 11. Table 10 contains detailed information about service providers that replied to the RCTP Service Provider Survey (the survey is provided in Appendix B). Table 11 provides an inventory of information collected during the outreach meetings. Combined, the two tables outline the full spectrum of transportation services available to members of the target population in the MAG area.

TABLE 11: MOUNTAINLAND AOG: DETAILED INFORMATION ABOUT AVAILABLE SERVICES – FROM SURVEY RESPONSES

Agency Information	Agency Name	Chrysalis Enterprises	Dept. of Workforce Services (DWS)	Heber Valley Counseling	Mountainland Association of Governments	Mountainland Association of Governments - AAA	United Way Community Services	Wasatch County Victim Assistance	Work Activity Center
	Service Area	<ul style="list-style-type: none"> Summit County Wasatch County Park City Henefer Coalville Kamas Heber Wanship 	<ul style="list-style-type: none"> Wasatch County Summit County 		<ul style="list-style-type: none"> Summit County Wasatch County 	<ul style="list-style-type: none"> Summit County Wasatch County Utah County 	<ul style="list-style-type: none"> Utah County 	<ul style="list-style-type: none"> Wasatch County 	<ul style="list-style-type: none"> Salt Lake County
	Service Type	<ul style="list-style-type: none"> Demand-Response 	<ul style="list-style-type: none"> Other 	<ul style="list-style-type: none"> Other 		<ul style="list-style-type: none"> Route or Point Deviation 	<ul style="list-style-type: none"> Demand-Response Other 	<ul style="list-style-type: none"> Demand-Response 	<ul style="list-style-type: none"> Demand-Response Fixed Route
	Scheduling Type			Phone call to one location for multiple destinations		Phone call to multiple locations determined by destination	Phone call to one location for multiple destinations		
Eligibility Requirements	Age Requirements					60 & older			Over 18
	Disability Requirements	Must qualify for Division of Services for People with Disabilities (DSPD) services or private pay	Needed for some financial programs						Developmental disability; can have other disabilities as well
	Income Requirements								
	Other Requirements								

Utah's Coordinated Human-Service Public Transportation Plan

	Agency Name	Chrysalis Enterprises	Dept. of Workforce Services (DWS)	Heber Valley Counseling	Mountainland Association of Governments	Mountainland Association of Governments - AAA	United Way Community Services	Wasatch County Victim Assistance	Work Activity Center
Operations & Maintenance	Vehicle Ownership	• Own Vehicles		• Own Vehicles • Lease Vehicles			• Own Vehicles		• Own Vehicles • Lease Vehicles
	Maintenance	• Contracted					• In-House • Contracted		• Contracted
	Drivers & Attendants	• 6 Full Time Drivers • 2 Part Time Drivers • 8 Attendants		• 1 Full Time Driver			• 8 Full Time Drivers • 40 Part Time Drivers		• 8 Full Time Drivers • 15 Part Time Drivers • 1 Attendant
	Dispatch & Other Employees						• 8 Dispatch & Other		• 1 Dispatch & Other
# Vehicles (# Accessible Vehicles)	4-9 Passenger	1							
	10 - 15 Passenger			1			34 (22)		20 (10)
	16 - 24 Passenger						2 (2)		
	25+ Passenger								
Vehicle Utilization by Period	4-9 Passenger	Weekday: 100% Saturday: 60% Sunday: 40%	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --
	10 - 15 Passenger	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: 85% Saturday: 70% Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: 100% Saturday: 40% Sunday: 20%
	16 - 24 Passenger	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: 70% Saturday: 60% Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --
	25+ Passenger	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --

Utah's Coordinated Human-Service Public Transportation Plan

	Agency Name	Chrysalis Enterprises	Dept. of Workforce Services (DWS)	Heber Valley Counseling	Mountainland Association of Governments	Mountainland Association of Governments - AAA	United Way Community Services	Wasatch County Victim Assistance	Work Activity Center
Operations Data	Total Hours	15,000	-	-	-	-	900,000	-	1,755,000
	Total Miles	15	0	0	0	0	108,000	0	46,500
	Total Passengers	960	0	0	0	0	55,000	0	17,500
Operating Periods	Weekday Service Period	6:00 AM - 9:00 PM	--	--	--	9:00 AM - 3:00 PM	6:00 AM - 12:00 AM	--	6:00 AM - 9:00 PM
	Saturday Service Period	9:00 AM - 9:00 PM	--	--	--	--	6:00 AM - 12:00 AM	--	9:00 AM - 9:00 PM
	Sunday Service Period	9:00 AM - 9:00 PM	--	--	--	--	--	--	9:00 AM - 9:00 PM
Funding Source & Restrictions	Funding Source	<ul style="list-style-type: none"> Federal funds: DSPD pays mileage for some of sup employment services State Funds: 	<ul style="list-style-type: none"> Federal funds: TANF, WIA, Food Stamps State Funds: GA, Refugee Cash Assistance 	<ul style="list-style-type: none"> City, County or Special District 		<ul style="list-style-type: none"> Donations, United Way, Fund Raising, Volunteers Federal funds: Older Americans Act State Funds: Aging & Adult Services 	<ul style="list-style-type: none"> Fares City, County or Special District Federal funds: Title III, XX through MAG 	<ul style="list-style-type: none"> Federal funds: VOCA Grant 	<ul style="list-style-type: none"> Fares Federal funds: Contract with DSPD State Funds:
	Funding Restriction?	<ul style="list-style-type: none"> People with Disabilities 	<ul style="list-style-type: none"> Low Income 	<ul style="list-style-type: none"> People with Disabilities Low Income 		<ul style="list-style-type: none"> Seniors 	<ul style="list-style-type: none"> People with Disabilities Other: Restricted to whatever the contract agreement specifies Seniors 	<ul style="list-style-type: none"> Other: Victims of crime and family 	<ul style="list-style-type: none"> People with Disabilities

Utah's Coordinated Human-Service Public Transportation Plan

	Agency Name	Chrysalis Enterprises	Dept. of Workforce Services (DWS)	Heber Valley Counseling	Mountainland Association of Governments	Mountainland Association of Governments - AAA	United Way Community Services	Wasatch County Victim Assistance	Work Activity Center
<i>Trip Types & Restrictions</i>	Trip Types	<ul style="list-style-type: none"> • Agency Programs • Medical • Employment • Shopping & Personal Business • Field Trips & Recreation 		<ul style="list-style-type: none"> • Agency Programs • Medical • Shopping & Personal Business • Field Trips & Recreation 		<ul style="list-style-type: none"> • Congregate Meals 	<ul style="list-style-type: none"> • Congregate Meals • Program at Other Agency • Medical • Employment • Education • Shopping & Personal Business • Field Trips & Recreation 	<ul style="list-style-type: none"> • Program at Other Agency 	<ul style="list-style-type: none"> • Agency Programs • Program at Other Agency • Medical • Employment • Education • Shopping & Personal Business • Field Trips & Recreation
	Trip Restriction?	<ul style="list-style-type: none"> • This Agency's Services • Medical Trips 		<ul style="list-style-type: none"> • This Agency's Services 			<ul style="list-style-type: none"> • This Agency's Services 	<ul style="list-style-type: none"> • Emergencies 	<ul style="list-style-type: none"> • This Agency's Services

TABLE 12: MOUNTAINLAND AOG: GENERAL INFORMATION ABOUT AVAILABLE SERVICES – FROM OUTREACH MEETINGS

Service Name	Service Area	Service Type	Description	Vehicles Available for Transporting Clients	Notes
County Bus/Van & Kamas Bus	North Summit County	Demand-Response	Available for use at anytime by the Senior Center	N/A	
Park City Transit	Park City/Snyderville Basin	Fixed Route	Public Transportation/Regular Bus Schedule	N/A	Routes do not extend into rural areas.
Le Bus, Lewis Brothers, & Utah Trailways	N/A	Private Charter Service	N/A	N/A	
Summit County	Summit County	County Operated Service; Demand-Response	Transportation Program - transporting seniors anywhere within a 60 mile radius	N/A	This program began operation in October 2006. It is not well known.
Meals-On-Wheels	All Counties	Agency Operated Service	Delivering meals to seniors as needed	N/A	
Informal Volunteer System	N/A	Volunteer	Family and friends responding to need as necessary (includes Senior Companion Program)	N/A	
Dial-A-Ride	N/A	Agency Operated Service	Provided for disabled individuals	N/A	
Senior Citizens Centers	All Counties; Centers in: Coalville, Park City, Kamas, and Heber	Demand-Response	Transportation to other counties	N/A	Some services are only offered 4 times a year.
Danville Services Van	N/A	Agency Operated Service	Available for Danville Clients	N/A	Meeting attendees indicated Danville vehicles are available for public use.
Airport Shuttle	N/A	Private Charter Service	Transports individuals to the Salt Lake City International Airport	N/A	Meeting attendees indicated this service is rarely used due to high cost.
Employee Transportation	Salt Lake City, Provo, Heber, Park City	Private Charter Service	Ski resorts and other major employers provide transportation for employees	N/A	
Park City Para-Transit	Within Park City Transit Service Area	Agency Operated Service Demand-Response	N/A	N/A	Must fit ADA requirements to use this transit.
Aspen Transportation	Wasatch County	Private Charter Service	N/A	N/A	

DISTRIBUTION OF SERVICES

The following maps present data relevant to this study. The Utah Automated Geographic Resource Center (AGRC) was utilized to obtain these data resources. Figure 12 displays sites of cultural and recreational significance of which residents in the area may visit periodically. Figure 13 depicts locations of government sites, hospitals, and educational facilities that the regional population may travel to more frequently.

Although sites included in the maps do not provide a comprehensive listing of all possible destinations or important sites and services in the BRAG area, the information depicts the overall distribution of services in the area. These maps in conjunction with the population distribution map, Figure 13, show destinations in relation to populations centers and distances between.

FIGURE 12: CULTURAL & RECREATIONAL SITES IN THE MOUNTAINLAND AOG AREA

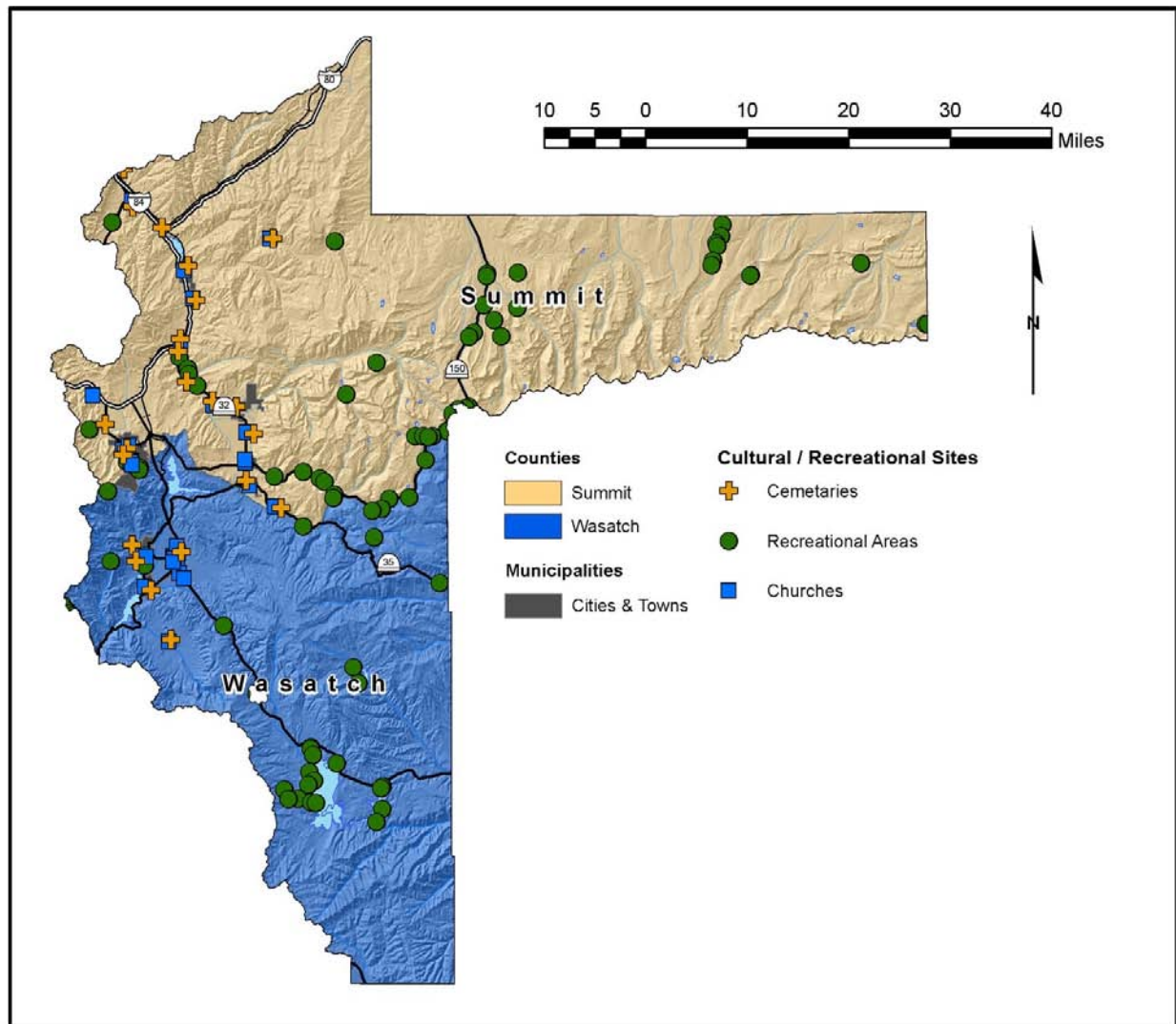
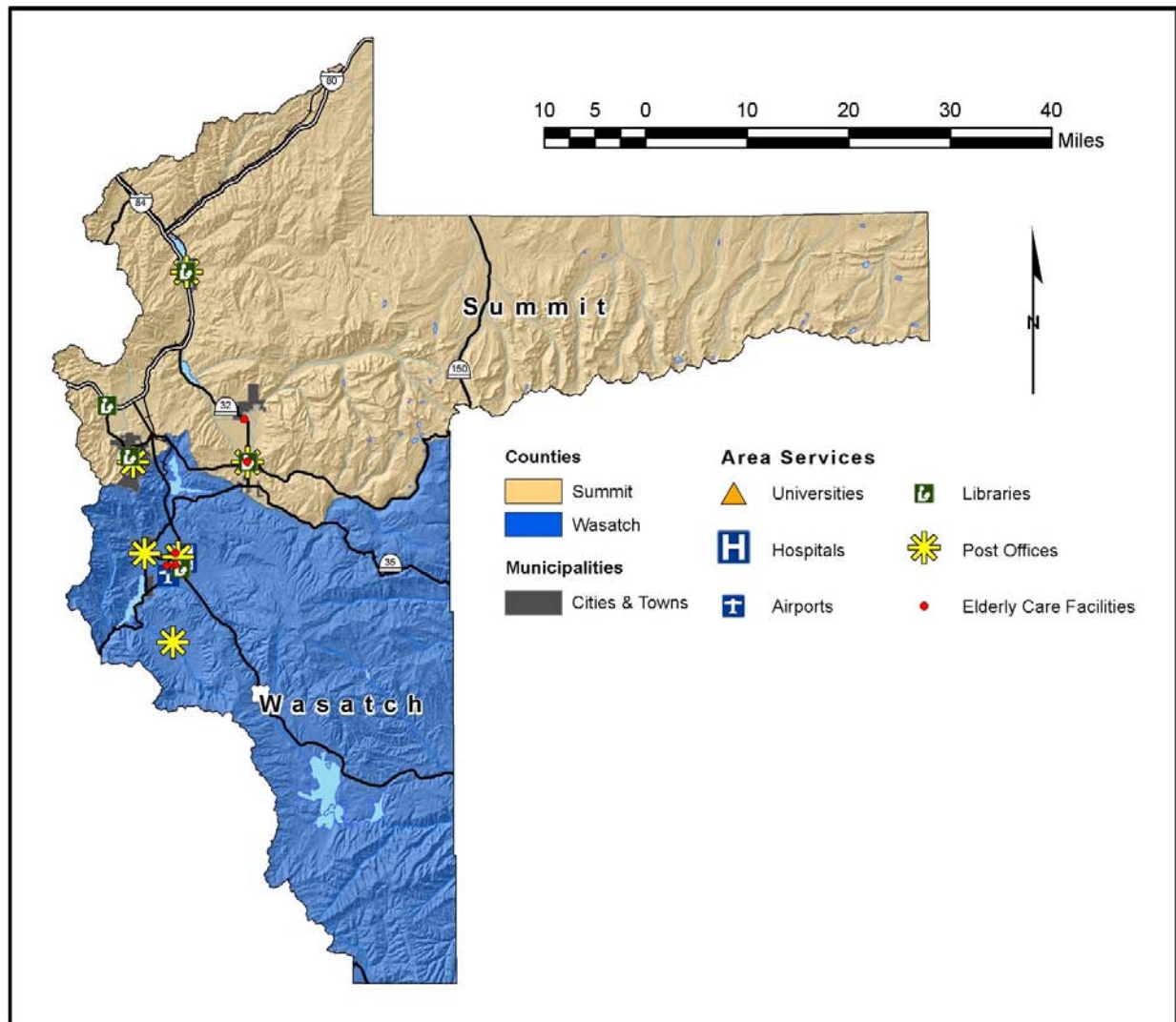


FIGURE 13: SERVICE SITES IN THE MOUNTAINLAND AOG AREA



DEMOGRAPHICS

Based on an expansion of 2000 Census data using the GOPB estimates for the year 2006, the Mountainland AOG area is the third smallest rural AOG in the State of Utah. MAG is home to 2.2 percent of the State's population. Compared to the state, MAG has a lower proportion of low income residents (2.8 percent compared to 4.6 percent), a lower proportion of disabled individuals (6.1 percent compared to 7.7 percent) and a lower proportion of individuals over 65 (3.7 percent compared to 4.8 percent). The difference in MAG compared to the state can be attributed to a number of factors including the extreme weather conditions experienced throughout Wasatch and Summit counties which may deter senior citizens from residing there and also the high level of affluence and cost of living seen within the AOG which may explain the low number of low-income individuals located in the area.

Figure 14 illustrates the geographic distribution of the residents within the MAG area. The red region in the image shows the large concentration of residents surrounding Park City and Kimball Junction. The light orange and light green regions represent the relatively less dense areas surrounding areas including Heber and Kamas. The darker green areas are mostly located in the outskirts of Wasatch County where the population is low and spread over large distances.

The Venn diagram in Figure 15 illustrates the overlap between each of the targeted population groups. The disabled portion is the largest of the three main groups. The overlap between seniors and people with disabilities is large compared to the overlap between the other population groups; however, the proportion of people who are over 65 and disabled is smaller in MAG than at the state level. Table 12 provides additional details about the demographics of the area from the 2000 Census. Table 13 provides more generalized data for years 2006, 2010 and 2020.

FIGURE 14: GEOGRAPHIC DISTRIBUTION OF MEMBERS OF THE TARGETED POPULATION IN THE MOUNTAINLAND AOG AREA

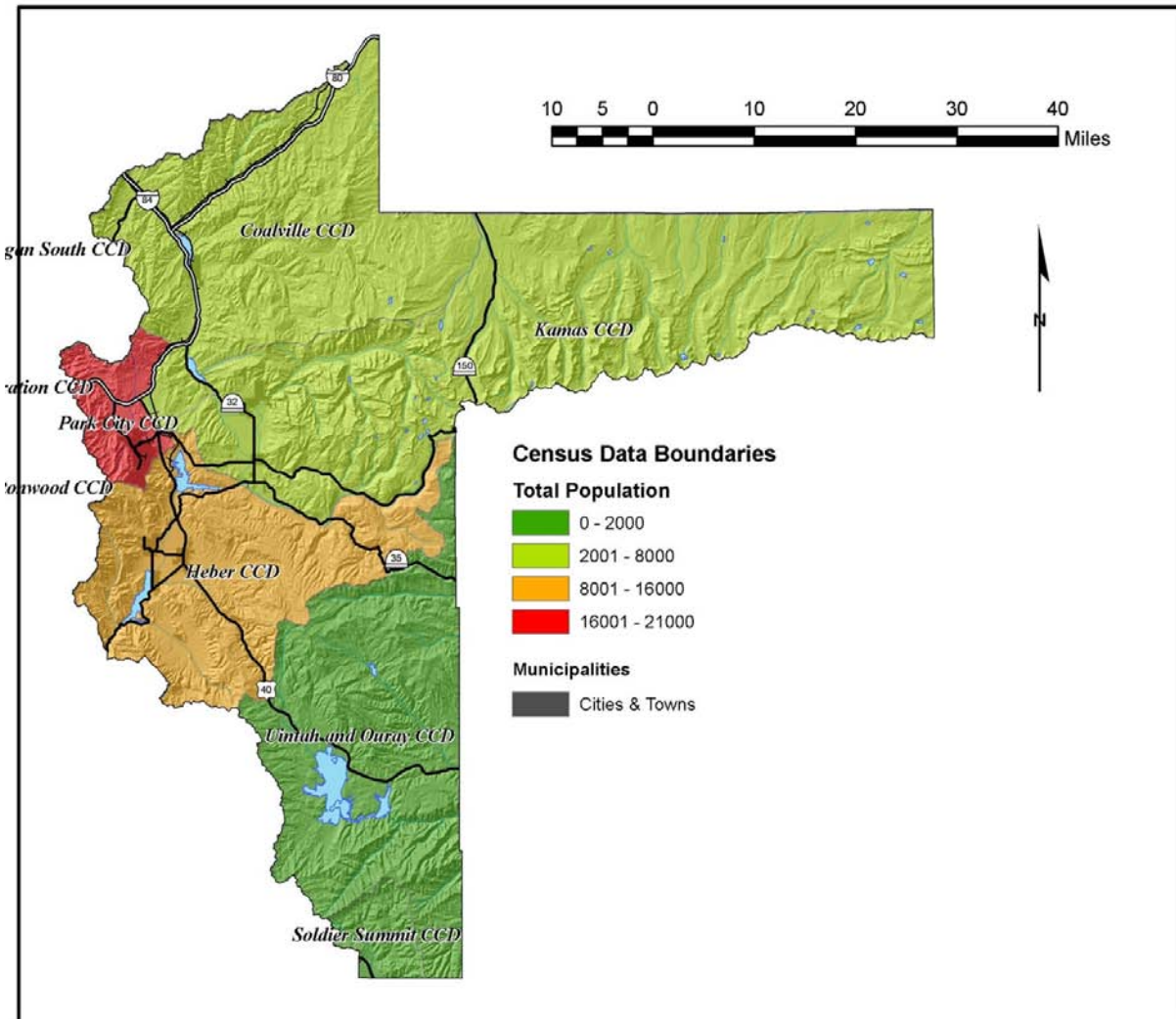
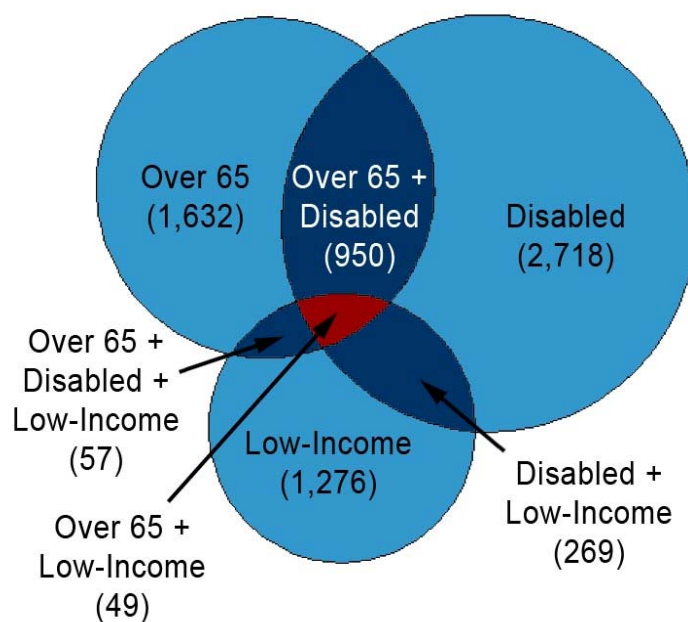


FIGURE 15: OVERLAP BETWEEN THE THREE TARGETED POPULATION GROUPS IN THE MOUNTAINLAND AOG AREA



Source: U.S. Census 2000

TABLE 13: MOUNTAINLAND ASSOCIATION OF GOVERNMENTS TARGETED POPULATION DEMOGRAPHICS

	Total Population	Over 65 Alone	Over 65 and Low Income	Over 65 and Disabled	Over 65, Low Income, & Disabled	Between 16 - 64 & Disabled	Between 16 - 64 & Low Income	Between 16 - 64, & Low Income, & Disabled	Total Target Population	Target as % of Total
Summit County	29,736	916	30	481	26	1,580	943	155	4,131	13.9%
CoalvilleCCD	4,190	202	13	174	13	331	91	15	839	20.0%
KamasCCD	4,895	243	4	117	6	338	96	30	834	17.0%
ParkCityCCD	20,651	471	13	190	7	911	756	110	2,458	11.9%
Wasatch County	15,215	716	19	469	31	1,138	333	114	2,820	18.5%
HeberCCD	15,183	716	19	467	31	1,125	333	109	2,800	18.4%
SoldierSummitCCD	-	-	-	-	-	-	-	-	-	-
UintahandOurayCCD	32	-	-	2	-	13	-	5	20	62.5%
MAG Total	44,951	1,632	49	950	57	2,718	1,276	269	6,951	15.5%

Source: U.S. Census 2000

TABLE 14: MOUNTAINLAND ASSOCIATION OF GOVERNMENTS FUTURE TARGETED POPULATION DEMOGRAPHICS

		Over 65		Low Income		Disabled		Total Population
		Total	% of Total Population	Total	% of Total Population	Total	% of Total Population	
2006	Summit County	2,392	7%	1,376	4%	2,674	8%	35,469
	Wasatch County	1,564	8%	662	3%	2,332	12%	20,255
	AOG Total	3,956	7%	2,038	4%	5,007	9%	55,724
2010	Summit County	3,574	8%	1,727	4%	3,356	8%	44,511
	Wasatch County	1,817	7%	833	3%	2,938	12%	25,516
	AOG Total	5,391	8%	2,561	4%	6,294	9%	70,027
2020	Summit County	8,188	13%	2,523	4%	4,901	8%	65,001
	Wasatch County	2,958	8%	1,211	3%	4,270	12%	37,082
	AOG Total	11,146	11%	3,734	4%	9,171	9%	102,083

Sources: U.S. Census 2000; Governor's Office of Planning and Budget 2006, 2010 & 2020 Population Estimates

Notes:

Over 65 = Estimate from GOPB; Low Income = Census data expanded using growth factor from GOPB estimate; Disabled = Census data expanded using growth factor from GOPB estimate

SUMMARY OF TRANSPORTATION NEEDS

This section summarizes the needs identified for the area. See Chapter 3: Methods for a description of how these needs were identified.

TRANSPORTATION TO SURROUNDING MAJOR CITIES

Need: Transportation for members of the target population located within Wasatch and Summit Counties to access essential services along the Wasatch Front.

Discussion: Geographically, the rural portions of Mountainland AOG are isolated from major surrounding cities such as Provo and Salt Lake City by the Wasatch Range. Members of the target population require access to these cities to visit family and friends or attend medical and government appointments. Limited public transportation options exist for individuals to access these locations.

TRANSPORTATION SERVICES FOR ISOLATED RURAL AREAS

Need: Transportation services for individuals living in isolated rural locations within MAG are needed.

Discussion: Members of the targeted population can be found living in isolated rural locations within Mountainland AOG. Some of these individuals do not have any transportation available to them through friends and family and due to the lack of public transportation services find it very difficult to meet their primary needs. This is particularly true in areas around Coalville, Walsburg and Kamas. While services such as meals-on-wheels exist to provide food to these individuals, there is a need for additional human transportation services in these areas. Service providers who responded to the RCTP Service Provider Survey indicated within MAG, the primary reason people cannot access the human services they need is simply because transportation does not exist in many areas.

FLEXIBLE TRANSPORTATION

Need: Flexible transportation services are needed to allow coordinating daily tasks more easily.

Discussion: Low-income individuals indicated it is difficult to find transportation options to take children to childcare as well as access employment on a daily basis. It can be a time consuming task when individuals are required to use a combination of different services (and often large amounts of walking) in order to reach their destinations. Flexible, in addition to fixed-route, transportation options are needed.

AFFORDABLE TRANSPORTATION OPTIONS

Need: Transportation options that are affordable for low income and fixed income customers are needed.

Discussion: Mountainland AOG experiences particularly severe weather during the winter months given its high elevation. Low-income individuals who own vehicles explained inclement weather increases the need for expensive repairs and/or maintenance. In addition, personal vehicles are not an affordable transportation option due to ever increasing gas prices. Existing transportation services are not fully utilized because of high fares.

DISABILITY/SENIOR CITIZEN FRIENDLY SERVICES

Need: There is a need for additional ADA accessible vehicles and other senior citizen-oriented services.

Discussion: While ADA accessible transportation services exist within Mountainland AOG, members of the target population expressed a need for additional services of this kind. Based on information gathered via the RCTP Service Provider Survey, there are limited known transportation providers within the AOG with wheelchair accessible vehicles. Seniors and disabled individuals sometimes require assistance navigating where they need to go or assistance between a vehicle and their home. Drivers should be aware of the assistance these groups need (e.g. help down stairs or assistance walking on an icy driveway.)

EDUCATION ABOUT AVAILABLE SERVICES

Need: Education is needed about existing transportation services.

Discussion: In October 2006, Summit County established a demand-response transportation service for seniors. This service transports seniors anywhere within a 60 mile radius of the county as needed. Providers explained the service is not being fully utilized as many seniors do not know it exists. Advertising/marketing transportation services to members of the target population is difficult as some do not own computers to access the Internet or can no longer read the newspaper. At regional workshop meetings, local service providers confirmed many existing services within the area are underused due to a lack of knowledge.

IT IS DIFFICULT TO ASK FOR HELP

Need: Senior citizens need early education regarding transportation services available to them once they are no longer able to drive.

Discussion: Within Mountainland AOG, there are a number of considerably affluent areas. For individuals who have lived long periods of times within affluent communities and have been self-sufficient all of their lives, it is difficult to ask friends and family to provide assistance with transportation. Some members of the target population believe there is a stigma associated with asking for assistance. Individuals would rather go without transportation than be embarrassed. Service providers find it difficult to know what the transportation needs are if individuals will not ask for assistance.

CONSISTENCY OF PUBLIC TRANSPORTATION

Need: Reliable transportation services during major sporting events and art festivals within the region.

Discussion: Key tourist destinations exist within Mountainland AOG. At certain times of the year, major sporting events and art festivals (e.g. Sundance Film Festival) are held within the area. During these times public transportation is not always consistent and reliable. Individuals who rely on these services such as the disabled community within Park City and the surrounding area find this particularly disturbing and have difficulty accessing the transportation services they need.

TRAVEL TIME TO MAJOR CITIES

Need: Transportation options providing quick access to services outside of the region.

Discussion: For many members of the target population it is difficult and time-consuming to find transportation to major cities including Provo and Salt Lake City. Members of the target population are often required to make multiple transfers and spend time waiting at bus stops. Attending a doctor's appointment in Salt Lake City has been suggested by some to take all day to complete. Some members of the target population such as low-income individuals often do not have the amount of free time needed to complete such long trips during the regular work week.

FUNDING AND OTHER ASSISTANCE FOR OPERATING EXISTING VEHICLES

Need: Service providers within the AOG identified a number of needs associated with operating existing vehicles including the need for additional funding.

Discussion: Service providers highlighted issues associated with operating existing vehicles. These included a lack of available qualified drivers, increasing gasoline prices, one-off grants rather than a stable source of transportation funding and problems associated with transporting individuals with certain disabilities (e.g. lack of vehicles with wheel chair lifts). Many service providers are not familiar with the funding programs available to them.

AGENCY PRIORITIES

Need: Human service providers are restricted in the amount of time and money they can dedicate to transportation related issues. These agencies need more resources to focus on these issues.

Discussion: For many human service providers, transportation is one of several services they provide. Agencies are often torn between providing a number of different services for their clients. It is difficult for agencies to work together to coordinate transportation efforts when internally their funds and staffing resources are being focused in other areas. Within MAG, service providers indicated the provision of transportation is difficult for this reason.

STRATEGIES TO ADDRESS NEEDS

The preceding section identified a broad spectrum of needs for the Mountainland AOG. These included basic needs that can be addressed through minor implementation efforts including the need for increased disability/senior citizen friendly services, to more complex needs which may not be addressed easily such as the need to allow human service providers to focus on transportation related issues by providing additional funding and staffing resources. Based on the wide range of needs, it seems the existing transportation system could be partly improved with relatively minor actions; however, other major gaps in service will require more sophisticated strategies to address the complex and interrelated issues associated with funding, the political agenda of local decision makers and restrictive eligibility requirements.

Based on feedback received at both focus group and workshop meetings significant needs within the area include transportation to major surrounding cities, specifically options allowing individuals access to these places in a convenient and quick manner. Other significant needs include education for riders about available services and education for service providers regarding available funding options. Basic needs identified included flexible, consistent and affordable transportation services and an increase in disability/senior citizen friendly services.

While some of the basic transportation needs within the area can be addressed with simple fixes implemented at the local level, other needs will require a more advanced, coordinated solution in order to address complex and interrelated issues within the existing system. Given these circumstances, the following strategies are recommended to address transportation issues in the MAG area.

STRATEGIES

This section outlines proposed strategies addressing the needs identified above. Note some strategies included in this section are related to strategies identified at the statewide level. See Chapter 3: Methods for a description of how these strategies were identified.

Each strategy includes a discussion of the needs it addresses and identifies specific actions. Each strategy also includes a "recommendation" heading. This section concisely states the recommended course of action. The strategy also includes information for each of the three-prioritization criteria identified in Chapter 3: Methods.

STRATEGY 1 – PROVIDE EDUCATION FOR POTENTIAL TRANSIT RIDERS

Discussion: Transportation users in the target population are not aware of some transit options available to them such as the demand-response service currently being offered by Summit County for senior citizens. Pamphlets and information sheets posted in public places would make transportation information readily available and inform the target population of transportation options they were not previously aware of but could benefit from. As indicated previously, members of the targeted population and service providers alike expressed a need

for education for the public about these services. Improved public information about the types of service available would likely lead to improved utilization of services.

Related to this issue is the need for education for senior citizens regarding available transportation services once they can no longer transport themselves. Many seniors do little to prepare for a time when they will no longer be able to transport themselves; however, when this time comes they feel embarrassed to rely on others for assistance.

Recommendation: Create an education program for members of the target population. A website and a brochure in an easy to access/reproduce format could be used to list all of the transportation services within the AOG. Brochures could be distributed freely at grocery stores, libraries, post offices, and other public locations. They could also be distributed via the meals-on-wheels program. Other printed materials targeting seniors (e.g. advertisements for pharmaceutical products) could be used to advertise available transportation services. Presentations at senior focused social activities could occur to make seniors aware of human services available to them once they can no longer drive.

Prioritization Criteria:

- Ease of Implementation: This strategy would be relatively easy to implement. Funding would be required for the production of materials, presentations, etc. Research would need to be undertaken to determine things such as effective strategies for reaching the target population and available grants, funding programs, application processes, etc.
- Needs Addressed: This strategy would directly address the need to educate the target population about existing services or services they may one day need to rely upon. It may assist senior citizens in becoming connected with local human service providers who can offer transportation assistance in the future. This strategy may also address other needs as well. For example, an available transportation list including fees may entice more riders. The increased ridership would help the transportation provider in recovering cost and the increase in numbers will improve operating efficiency and may be the basis for applying for grant funding by showing a stable and successful program.
- Position Within Critical Path: Given this strategy would address a number of needs, it is recommended as one of the first steps in the critical path.

STRATEGY 2 – PROVIDE EDUCATION FOR SERVICE PROVIDERS

Discussion: By educating agencies and service providers about the needs of members of the target population within their communities, transportation issues are more likely to be brought to the forefront and placed higher on the political agenda of decision makers. By doing this there is great potential to lead to enhanced coordination between agencies.

As well as providing education on significant transportation needs, it was requested education regarding eligibility requirements, funding programs, and exceptions become more readily available to service providers. According to the FTA Vehicle Resource Sharing Final Policy Statement, grant-recipients may “share the use of their own vehicles if the cost of providing transportation to the community is also shared.” This is one way agencies may coordinate

transportation without losing their funding they did not seem aware of at the regional workshops. Helpful information such as this could assist agencies in stretching their transportation resources and better accommodate their clients as well as others.

Recommendation: Create an education program or tool box of information for both social service and transportation providers, including information about significant transportation needs, funding programs, regulations, and exceptions.

Prioritization Criteria:

- Ease of Implementation: Creating a tool box or fact sheet for the various agencies and transportation providers is readily available through resources such as United We Ride in addition to the findings from this document.
- Needs Addressed: Service providers within Mountainland AOG requested assistance finding additional funding to continue operating existing services. This strategy would assist in providing the necessary information. By identifying additional funding sources, existing services could be improved therefore addressing the need for additional disability/senior citizen friendly services. By highlighting significant transportation needs and uncovering gaps within existing systems, human service providers may be able to focus their attention on serious transportation issues needing to be addressed. Once agencies have the tools and resources available they will begin to tackle larger issues and solve additional and more complex problems. The education component will also assist in the coordination effort. Again, once agencies know the available options, they will be more inclined to share knowledge, information, and potential resources.
- Position Within Critical Path: This strategy is recommended as the first step in the critical path.

STRATEGY 3 – ESTABLISH TRANSPORTATION SERVICES WITHIN REMOTE RURAL AREAS

Discussion: Participants of the focus group and regional workshop meetings suggested the development of a small demand-response transportation service for individuals in remote rural areas such as Kamas and Coalville to link with existing services such as the Park City Transit system. This kind of service would serve a great deal of need by providing transportation to some of the area's most isolated rural locations.

Recommendation: Work with human service providers in remote rural areas to identify service patterns and/or routing schemes that, when combined with other coordination activities, achieve cost effective connections between remote rural areas and larger cities (Park City, Kimball Junction and Heber City). Establish on-demand transportation with a 24-hour notification/request line to create a feeder system of on-demand transit from isolated rural areas to key stops in order to link to existing transportation service.

Prioritization Criteria:

- Ease of Implementation: Creating a new on-demand transportation service will require a significant level of effort and funding; however the geographical distance being covered and the ability to link to existing transportation routes are significant.

- **Needs Addressed:** This strategy would enhance transportation within the region, provide transportation for isolated rural areas, overcome loss of independence for members of the target population who are currently considered “shut-ins” and utilize existing services by tying into the existing system. On-demand service can also meet needs during the Park City special events season.
- **Position Within Critical Path:** This strategy would be implemented through coordination with an existing transportation system. It is a good way to begin designing a larger transportation network throughout parts of the region with no existing service.

STRATEGY 4 – ESTABLISH AN EXPRESS SERVICE BETWEEN A CENTRAL LOCATION WITHIN RURAL PORTIONS OF MAG AND MAJOR SURROUNDING CITIES

Discussion: Participants of both the focus group and regional workshop meetings suggested the introduction of an express service between a central location (e.g. Quinn’s Junction) and major surrounding cities outside of Summit and Wasatch Counties, which includes Provo and Salt Lake City. Private transportation services currently operate between these locations including employee transportation offered by major ski resorts and the Park City Transportation Company. These offer on-demand services from key locations such as the Salt Lake City International Airport to areas within the AOG; however, these private services are either limited to resort employees or offer on-demand services only.

Recommendation: The introduction of a public express service between a central location within the AOG (e.g. Quinn’s Junction) and major surrounding cities including Provo and Salt Lake City. A private transportation service provider could offer this service or an existing public system such as the Park City Transit system could extend its routes.

Prioritization Criteria:

- **Ease of Implementation:** Coordination with the potential service provider would need to occur. Proof of consistent ridership numbers and profitability would need to be determined. Financial compensation may be needed if ridership alone would not make the introduction of this service financially feasible for the potential provider. Therefore, this strategy should be considered medium to low in terms of ease of implementation.
- **Needs Addressed:** This strategy would address the need for transportation to surrounding major cities. If the express service was offered through the extension of an existing public service it may also significantly reduce travel times to major cities by creating a more seamless system and eliminating the need for lengthy wait times and transfers.
- **Position Within Critical Path:** The recommended strategy could be implemented independent of other strategies or as part of a larger coordination effort within the AOG. The ease with which this strategy could be implemented would be determined primarily through discussions with the future provider of this service.

STRATEGY 5 – PROVIDE ANONYMOUS FINANCIAL ASSISTANCE FOR MEMBERS OF THE TARGETED POPULATION WHO CANNOT AFFORD TO PAY FOR TRANSPORTATION

Discussion: Low-income individuals or those with fixed incomes often find it difficult to pay the full fares for transportation services. Money must be spent on essential needs such as groceries and medicine. Some transportation services require riders to pay a minimal donation. Focus group attendees suggested members of the target population avoid using these services even though payment is voluntary as they are embarrassed when they are unable to afford the small donation amount.

Recommendation: Issues associated with transportation costs could be addressed by establishing an anonymous pool of funds available for individuals who cannot afford transportation or by using a sliding scale for transportation charges. This assistance could be established by individual service providers (e.g. local senior centers) or at a regional level by the AOG.

Prioritization Criteria:

- Ease of Implementation: The level at which this strategy is implemented (local or regional) will determine how easy it will be to put into practice.
- Needs Addressed: This strategy would address the need for affordable transportation options and would allow individuals who find it difficult to ask for help to use existing services using anonymous financial assistance.
- Position Within Critical Path: This strategy could be implemented independent of other efforts.

PRIORITIES

A ranking of high medium or low has been given for each of the strategies based on the evaluation of each of the three criteria:

- Ease of Implementation
- Needs Addressed
- Position within Critical Path

Ease of Implementation: Strategies relatively easy to address received a higher priority than those that require substantial dedication of resources or are difficult to complete because they address complex issues.

Needs Addressed: Strategies addressing multiple needs were prioritized higher than those that address fewer needs.

Position within Critical Path: Strategies received a higher priority if they are positioned early on the critical path. This mean if a strategy must be implemented before other strategies can be implemented, it receives a higher priority.

The prioritization rankings given are fairly subjective and are based on professional judgment applied by the practitioners involved in developing the plan. These priorities are simply recommendations, not requirements. Local areas should interpret these recommendations with an understanding of the context of local conditions.

HIGH

Strategy 1 – Educate Service Providers

Strategy 2 – Provide Education for Potential Transit Riders

MEDIUM

Strategy 3 – Establish an express service between a central location within the AOG and major surrounding cities

LOW

Strategy 4 – Provide anonymous financial assistance for members of the target population who cannot afford to pay for transportation

SUB-CHAPTER 4.4: UINTAH BASIN ASSOCIATION OF GOVERNMENTS AREA

AREA OVERVIEW

This section includes a description of the local area, including information about local jurisdictions, an inventory of available transportation services, information about area demographics, and other relevant information. See Chapter 3: Methods for a description of how this information was developed.

JURISDICTIONS

UINTAH BASIN ASSOCIATION OF GOVERNMENTS

The Uintah Basin Association of Governments (UBAG) was established in 1973 to provide services to the citizens of Daggett County, Duchesne County and Uintah County. Their goal is to serve as a multi-purpose organization utilizing combined resources to provide a more effective means for planning and development of the physical, economic, and human resources of the region.

The Uintah Basin AOG functions are as follows:

- To serve as a common forum to identify, discuss, study, and bring into focus statewide problems with regard to local governments.
- To provide a continuing organizational system for the exchange of information and data to local governments and to insure effective communication among various governmental levels.
- To review and coordinate state and federal programs pertaining to local affairs, and make recommendations to the responsible agencies.
- To act as a consolidated advisory board and liaison between governmental units and organizations.

UBAG is governed by a steering committee with a voting membership of two County Commissioners from each county and two mayors from each county, with the exception of Daggett County. Daggett County provides three commissioners and one for the only town. In addition, there are five advisory boards and councils who have responsibility for designated programs: Economic Development District, Housing Advisory Board, Shelter Board, Revolving Loan Board, and Human Services Board.

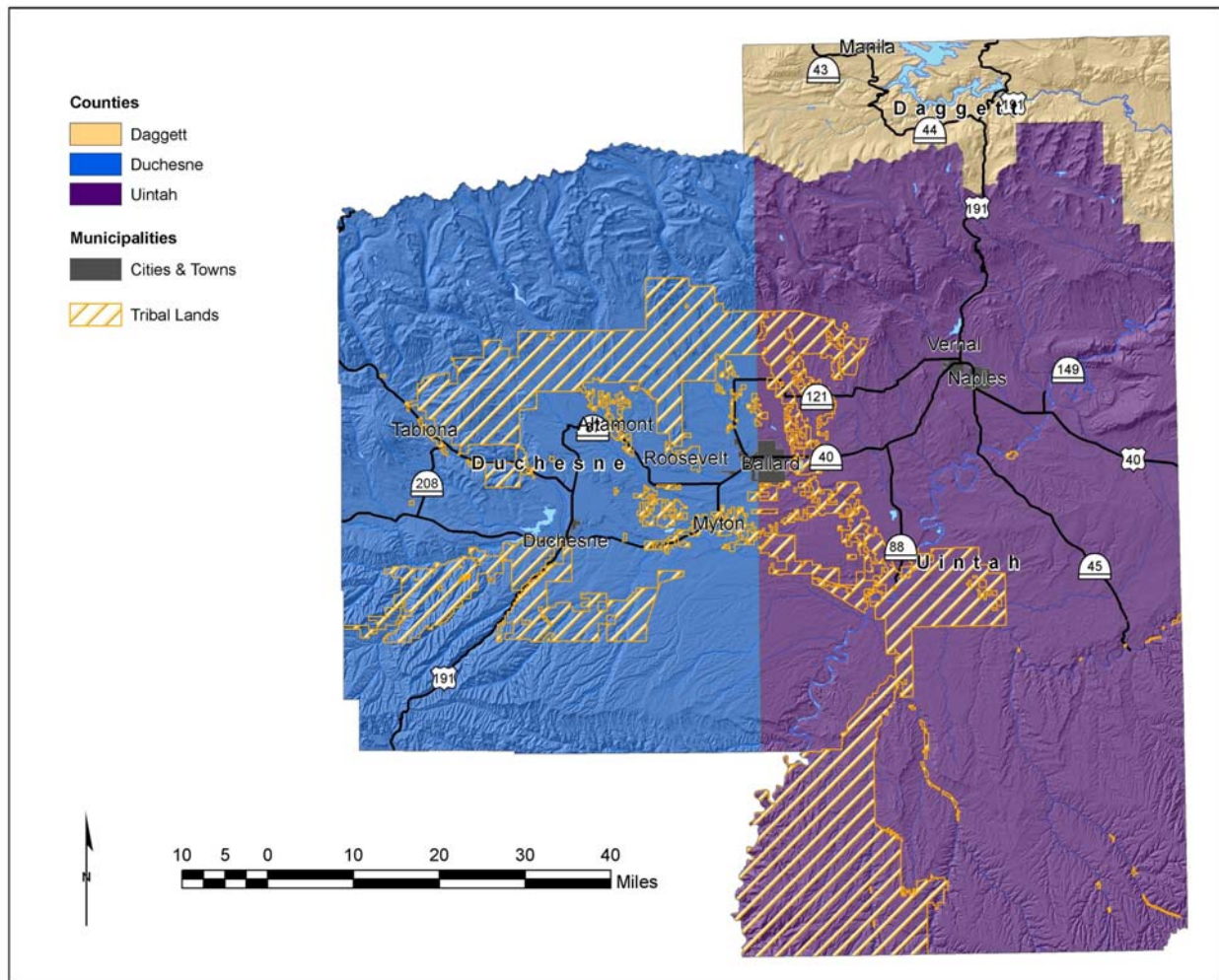
UTE TRIBE

The Uintah and Ouray reservation is located in northeastern Utah and is centered at Fort Duchesne. The reservation is located within the three-county area known as the Uintah Basin. It is the second largest Indian Reservation in the United States and covers over 4.5 million acres.

The Utes have a tribal membership of 3,157 and over half of its membership lives on the Reservation. They operate their own tribal government and oversee approximately 1.3 million acres of trust land. The Utes also operate several businesses including a super market, gas

stations, bowling alley, Tribal Feedlot, Uinta River Technologies, Ute Tribal Enterprises LLC, Water Systems and a new energy company called Ute Energy. Cattle raising and mining of oil and natural gas makes up a large part of the economy on the reservation. Water Systems provides water and sewer needs for several communities.

FIGURE 16: UINTAH BASIN ASSOCIATION OF GOVERNMENTS AREA OVERVIEW MAP



LOCAL AREA CONDITIONS AND AVAILABLE TRANSPORTATION SERVICES

The UBAG lies at the northeast corner of Utah covering over 8,413 square miles and has 4.82 persons per square mile. Most overland transportation travels U.S. Routes 40 and 191. Geographically, the basin is separated by mountain ranges which often inhibit transportation to and from the region. In addition, the northernmost county of Daggett is further isolated from other counties due to the Ashley National Forest and high peaks of the Uintah Mountains and limited access through a pass on Route 191. Although Daggett County had limited participation

in this study, UBAG staff indicated Daggett County citizens often utilize services in the neighboring states of Wyoming and Colorado.

The entire region is famous for its geography and geology, including Flaming Gorge National Recreation Area and Dinosaur National Monument. Vernal is the largest town within the region and accommodates most users' needs. Residents of Duchene County utilize the city of Roosevelt for most goods and services. Residents of the area routinely travel over the Wasatch and Uintah Mountains to visit Provo and Salt Lake City for specialized services including medical specialists, cultural and social events and access to the Salt Lake City International Airport.

Although there is still room for system improvement, public transportation within the Uintah Basin was identified by meeting participants as moderately successful. There are numerous providers, creating ample opportunities for riders to utilize services. With the multitude of agencies and various providers (public, private, and tribal) there appear to be overlaps in service and miscommunication about availability and eligibility. The Ute Tribe offers many services to its members, including a fixed route system centered on tribal lands between the towns of Whiterocks, Neola, Fort Duchesne, Roosevelt and the outlying communities of Randlett and Ouray. The tribe also operates a senior center and social service programs, which offer their own individualized transportation services.

Other transportation providers include senior centers, which are recipients of 5310 funding, and are centered within key towns in the region. The Division of Services for People with Disabilities does not offer scheduled transportation but will assist clients as needed for socializing, jobs and shopping. Utah State University has a regional campus located in Vernal and offers transportation for students. Other specialized agencies exist and offer some type of transportation to their clients. Details for each of the transportation providers are indicated in the following tables. Table 14 displays information from the RCTP Service Provider Survey (the table is provided in Appendix B), while table 15 provides an inventory of information collected during the outreach meetings. Combined, the two tables outline the variety of transportation services available to the UBAG area residents.

TABLE 15: UINTAH BASIN AOG: DETAILED INFORMATION ABOUT AVAILABLE SERVICES – FROM SURVEY RESPONSES

Agency Information	Agency Name	Dept. of Workforce Services (DWS)	Manila Senior Citizen	Rise, Inc.	Tricounty Health Department	Uintah Basin Association of Governments	Uintah Co. Golden Age Center	Uintah Health Care Special Service District	Ute Indian Tribe Senior Citizen's Program	Ute Tribe Public Transit	Vernal City Cab	Workforce Services
	Service Area	• Duchesne County	• Town Manila • Daggett County	• Duchesne County • Uintah County	• Daggett County • Duchesne County • Uintah County	• Daggett County • Duchesne County • Uintah County	• Uintah County	• Uintah County • Tricounty Region	• Reservation Wide Counties	• Eastern & Ft. Duchesne • Western Uintah • Roosevelt • Whiterocks • Myton • Randlett	• Vernal	• Vernal • Jensen • Manila • Dutch John
	Service Type	• Other	• Other	• Other		• Other	• Demand Response • Route or Point Deviation	• Demand Response	• Demand Response	• Demand Response • Route or Point Deviation • Fixed Route		• Other
	Scheduling Type	No scheduled services are offered	Phone call to multiple locations determined by destination	No scheduled services are offered		Phone call to one location for multiple destinations	Phone call to one location for multiple destinations		Phone call to one location for multiple destinations			
Eligibility Requirements	Age Requirements						Over 60		Senior eligibility - Tribal Members only			
	Disability Requirements			DSPS waivers - medicaid waivers			Disabled		10%			
	Income Requirements			Below 2000.00		125% Poverty Guidelines						For some programs
	Other Requirements							Residents				

Utah's Coordinated Human-Service Public Transportation Plan

	Agency Name	Dept. of Workforce Services (DWS)	Manila Senior Citizen	Rise, Inc.	Tricounty Health Department	Uintah Basin Association of Governments	Uintah Co. Golden Age Center	Uintah Health Care Special Service District	Ute Indian Tribe Senior Citizen's Program	Ute Tribe Public Transit	Vernal City Cab	Workforce Services
Operations & Maintenances	Vehicle Ownership		• Own Vehicles	• Own Vehicles		• Own Vehicles	• Own Vehicles	• Own Vehicles	• Own Vehicles	• Own Vehicles	• Own Vehicles	
	Maintenance		• In-House • Contracted	• Contracted		• Contracted	• In-House	• Contracted	• In-House • Contracted	• In-House • Contracted	• In-House • Contracted	
	Drivers & Attendants		• 6 Volunteers			• 3 Part Time Drivers	• 1 Full Time Drivers • 2 Part Time Drivers • 3 Volunteers	• 4 Part Time Drivers	• 4 Full Time Drivers	• 3 Full Time Drivers	• 8 Part Time Drivers	
	Dispatch & Other Employees						• 2 Dispatch & Other			• 2 Dispatch & Other	• 1 Dispatch & Other	
# Vehicles (# Accessible Vehicles)	4-9 Passenger			5 (1)		2		3 (2)	3		5	
	10 - 15 Passenger		2 (1)	1		6 (1)	2 (3)		1 (1)			
	16 - 24 Passenger					1 (1)				5 (5)		
	25+ Passenger											

Utah's Coordinated Human-Service Public Transportation Plan

	Agency Name	Dept. of Workforce Services (DWS)	Manila Senior Citizen	Rise, Inc.	Tricounty Health Department	Uintah Basin Association of Governments	Uintah Co. Golden Age Center	Uintah Health Care Special Service District	Ute Indian Tribe Senior Citizen's Program	Ute Tribe Public Transit	Vernal City Cab	Workforce Services
Vehicle Utilization by Period	4-9 Passenger	Weekday: - - Saturday: - - Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: 90% Saturday: 10% Sunday: 10%	Weekday: -- Saturday: -- Sunday: --	Weekday: 50% Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: 20% Saturday: -- Sunday: --	Weekday: 50% Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: 50% Saturday: 90% Sunday: 30%	Weekday: - - Saturday: - - Sunday: --
	10 - 15 Passenger	Weekday: - - Saturday: - - Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: 50% Saturday: -- Sunday: --	Weekday: 70% Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: - - Saturday: - - Sunday: --
	16 - 24 Passenger	Weekday: - - Saturday: - - Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: 25% Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: - - Saturday: - - Sunday: --
	25+ Passenger	Weekday: - - Saturday: - - Sunday: --	Weekday: -- Saturday: -- Sunday: 25%	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: - - Saturday: - - Sunday: --
Operations Data	Total Hours	-	4,500	-	-	38,688	25,000	10,000	-	52,169	-	-
	Total Miles	0	12	0	0	2,184	120	100	0	4,797	0	0
	Total Passengers	0	0	0	0	3,056	2,400	520	0	0	0	0
Operating Periods	Weekday Service Period	--	--	6:00 AM - 9:00 PM	--	9:00 AM - 12:00 AM	6:00 AM - 6:00 PM	9:00 AM - 6:00 PM	9:00 AM - 6:00 PM	6:00 AM - 12:00 PM	6:00 AM - 12:00 AM	--
	Saturday Service Period	--	--	9:00 AM - 9:00 PM	--	--	--	--	--	--	6:00 AM - 12:00 AM	--
	Sunday Service Period	--	--	9:00 AM - 9:00 PM	--	--	--	--	--	--	6:00 AM - 12:00 AM	--

Utah's Coordinated Human-Service Public Transportation Plan

	Agency Name	Dept. of Workforce Services (DWS)	Manila Senior Citizen	Rise, Inc.	Tricounty Health Department	Uintah Basin Association of Governments	Uintah Co. Golden Age Center	Uintah Health Care Special Service District	Ute Indian Tribe Senior Citizen's Program	Ute Tribe Public Transit	Vernal City Cab	Workforce Services
Funding Source & Restrictions	Funding Source	<ul style="list-style-type: none">• Federal funds: TANF, WIA, Food Stamps• State Funds: GA, Refugee Cash Assistance	<ul style="list-style-type: none">• State Funds: UBAG			<ul style="list-style-type: none">• Fares• Donations, United Way, Fund Raising, Volunteers• Federal funds: Older Americans Act• State Funds:	<ul style="list-style-type: none">• City, County or Special District• Federal funds:• State Funds:		<ul style="list-style-type: none">• Federal funds:	<ul style="list-style-type: none">• Federal funds: Capital only	<ul style="list-style-type: none">• Fares	<ul style="list-style-type: none">• Federal funds: TANF, WIA, Food Stamps• State Funds: GA, Refugee Cash Assistance
	Funding Restriction?	<ul style="list-style-type: none">• Other: Low Income	<ul style="list-style-type: none">• People with Disabilities• Seniors	<ul style="list-style-type: none">• People with Disabilities		<ul style="list-style-type: none">• Students• Seniors	<ul style="list-style-type: none">• People with Disabilities• Seniors		<ul style="list-style-type: none">• Seniors			<ul style="list-style-type: none">• Other: Low Income
Trip Types & Restrictions	Trip Types		<ul style="list-style-type: none">• Congregate Meals• Shopping & Personal Business• Field Trips & Recreation	<ul style="list-style-type: none">• Agency Programs• Medical• Employment• Education• Shopping & Personal Business• Field Trips & Recreation• Other: Out of town medical		<ul style="list-style-type: none">• Agency Programs• Congregate Meals• Program at Other Agency• Medical• Shopping & Personal Business	<ul style="list-style-type: none">• Agency Programs• Congregate Meals• Program at Other Agency• Medical• Shopping & Personal Business• Field Trips & Recreation	<ul style="list-style-type: none">• Agency Programs• Congregate Meals• Program at Other Agency• Medical• Shopping & Personal Business• Field Trips & Recreation	<ul style="list-style-type: none">• Employment• Shopping & Personal Business	<ul style="list-style-type: none">• Program at Other Agency• Medical• Employment• Education• Shopping & Personal Business		
	Trip Restriction?			<ul style="list-style-type: none">• This Agency's Services• Other: Specific people in services		<ul style="list-style-type: none">• Nutrition• School	<ul style="list-style-type: none">• This Agency's Services	<ul style="list-style-type: none">• This Agency's Services	<ul style="list-style-type: none">• This Agency's Services• Medical Trips• Nutrition		<ul style="list-style-type: none">• This Agency's Services	

TABLE 16: UINTAH BASIN AOG: GENERAL INFORMATION ABOUT AVAILABLE SERVICES – FROM OUTREACH MEETINGS

Service Name	Service Area	Service Type	Description	Vehicles Available for Transporting Clients	Notes
Community Health Representatives	N/A	Agency Operated Service	Health/Medical transport for patients	Multiple	
Social Services	N/A	Agency Operated Service	N/A	N/A	
Senior Centers	All Counties; Centers in Vernal, Manila, Roosevelt, Daggett, Tabiona and Duchesne City	Variable Schedule, Demand Response	Senior center vehicles for fixed scheduled shopping, recreation, social, etc.	Multiple	
Community Health Representatives	N/A	Agency Operated Service	Health/Medical transport for patients	CHR Vehicles	
VA	N/A	Agency Operated Service Demand Response	To VA Hospital in SLC	N/A	
USU Bus	Vernal and Roosevelt	Agency Operated Service	Transport students from Roosevelt to Vernal	1 Bus	Has been in service for 2 years. Some participants indicated this is not cost effective.
Ambulance/EMT	Basin-Wide	Emergency Service	Response to emergency calls	N/A	
Informal Volunteer System/Organized Carpooling	All Counties	Family and friends transporting individuals as necessary	N/A	Private Vehicles	
Division of Services for People with Disabilities	Outlying areas to Roosevelt	Agency Operated Service	Service for socializing, jobs, shopping, etc.	1 Car	Staff uses agency vehicle for long distance transportation. Personal vehicles are used for day service, as needed.
UBAG	N/A	N/A	N/A	3 Vans (vans are out of service), 1 Bus	
Ute Tribe Transit	Whiterocks, Neola, Ft.Duchesne, Roosevelt, Randlett, Ouray.	Agency Operated Service	5311 Fixed Route with some deviation for demand response service	N/A	Some misconceptions about availability to non-tribal population. No designated stops.
Home Health	N/A	N/A	Aides use their own vehicles to run errands for clients	Personal Vehicles	

Utah's Coordinated Human-Service Public Transportation Plan

Service Name	Service Area	Service Type	Description	Vehicles Available for Transporting Clients	Notes
Rise, Inc.	Within Vernal	N/A	Aides use their own vehicles to run errands for clients	Personal Vehicles; Agency vans for bigger groups.	Staff use their personal vehicles and are limited to number of clients, some reimbursement. Some client' physical limitations prevent staff transport, mobility in and out of car an issue.
Wilkins	N/A	N/A	N/A	Charter Bus	
Senior Centers Ute Tribe Golden Age Crossroads	All Counties; Centers in Vernal, Manila, Roosevelt, Daggett, Tabiona and Duchesne City	Tribe - Demand Response for senior tribal members only.	2 days/week, for lunch, 2 days/week to Roosevelt, 2 days per week to Duchesne, 1 day/week to Manila. 4 trips to Walmart (vernal) per year. Tribe - Flexible, as needed but subject to driver availability	5, 9-passenger Vans	Grocery shopping and pharmacy pickup is available after lunch
UBATC	N/A	N/A	N/A	1 Van	

DISTRIBUTION OF SERVICES

The following maps present data of interest to this study. The Utah Automated Geographic Resource Center (AGRC) was utilized to obtain these data resources. Figure 17 displays sites of cultural and recreational significance of which residents in the area may visit periodically. Figure 18 depicts locations of government sites, hospitals, and educational facilities that the regional population may travel to more frequently.

Although sites included in the maps do not provide a comprehensive listing of all possible destinations or important sites and services in the UBAG area, the information depicts the overall distribution of services in the area. These maps in conjunction with the population distribution map, Figure 19, show destinations in relation to populations centers and distances between.

FIGURE 17: CULTURAL & RECREATIONAL SITES IN THE UINTAH BASIN AOG AREA

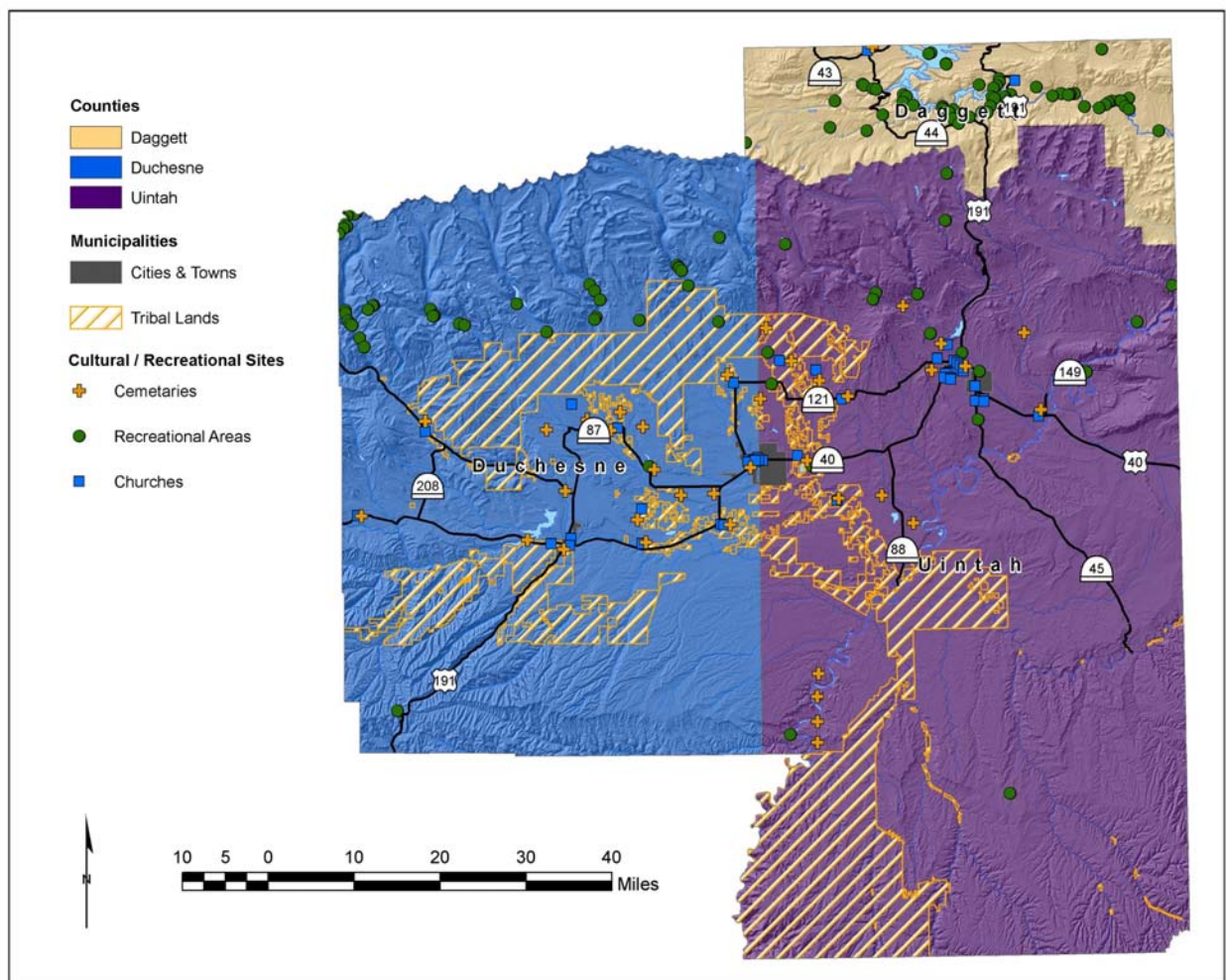
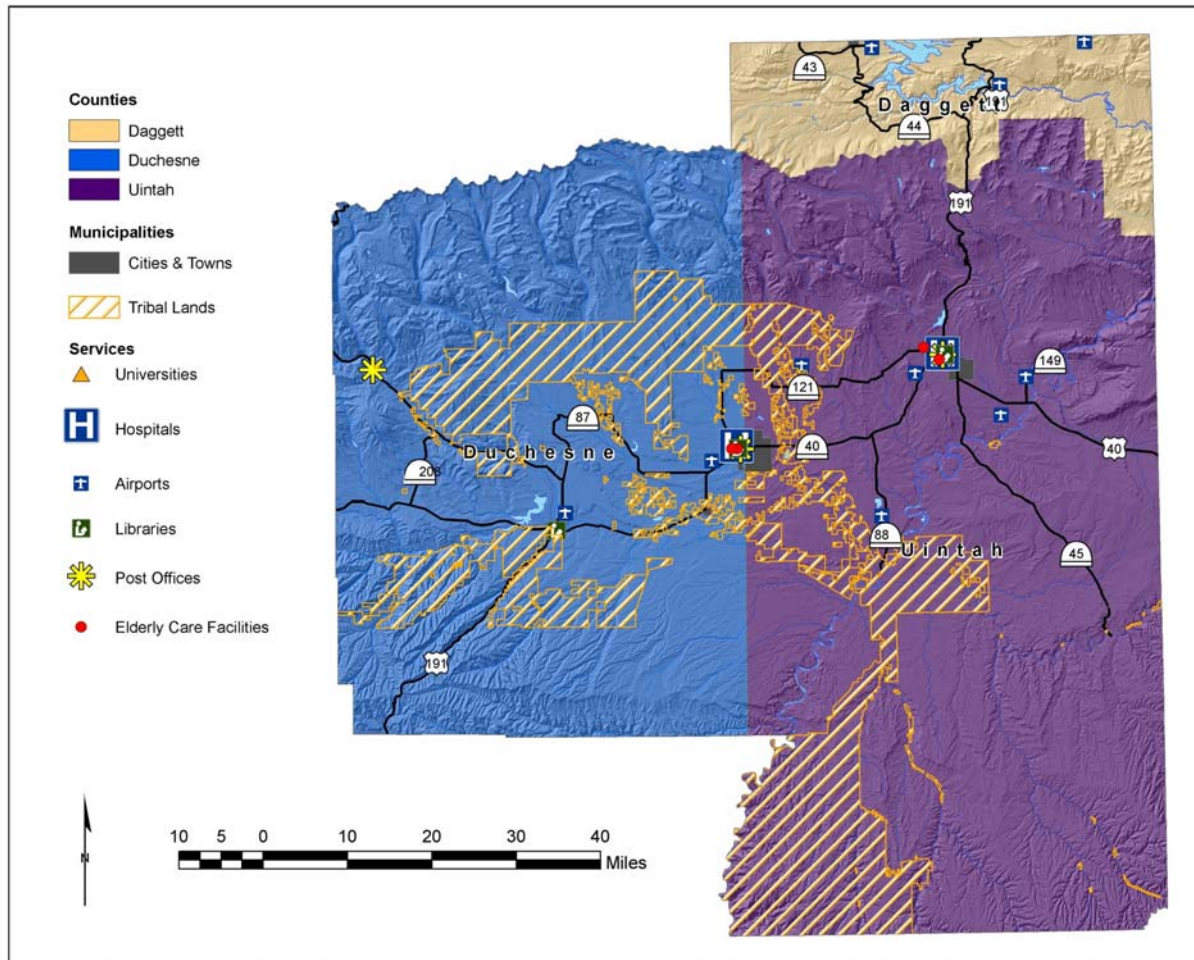


FIGURE 18: SERVICE SITES IN THE UINTAH BASIN AOG AREA



DEMOGRAPHICS

Based on projections of 2000 Census data using the GOPB estimates for the year 2006, the Uintah Basin AOG area is the smallest AOG in the state. The region consists of 8,413 square miles with the average density of 4.81 persons per square mile. This makes it one of the most densely populated AOGs in the state. There are three counties and numerous towns in the UBAG area. UBAG is home to only 1.8 percent of the state's population but in comparison to state figures UBAG has a higher proportion of all targeted population groups: low income (11.4 percent compared to 4.6 percent), disabled (18.3 percent compared to 7.7 percent) and elderly (9.2 percent compared to 8.5 percent). Overall, about 30 percent of the region's residents fit in the targeted population categories (compared to 21 percent for the state as a whole).

Figure 19 illustrates the geographic distribution of residents within the UBAG area. The red region in the image shows the large concentration of residents surrounding Vernal city, and the relatively less dense areas (yellow and light orange) surrounding Roosevelt and the Uintah and Ouray Tribal Lands. Remote rural locations in Duchesne County and Daggett County are

depicted in green indicating where the population density is low and spread out over large distances.

FIGURE 19: GEOGRAPHIC DISTRIBUTION OF MEMBERS OF THE TARGETED POPULATION IN THE UINTAH BASIN AOG AREA

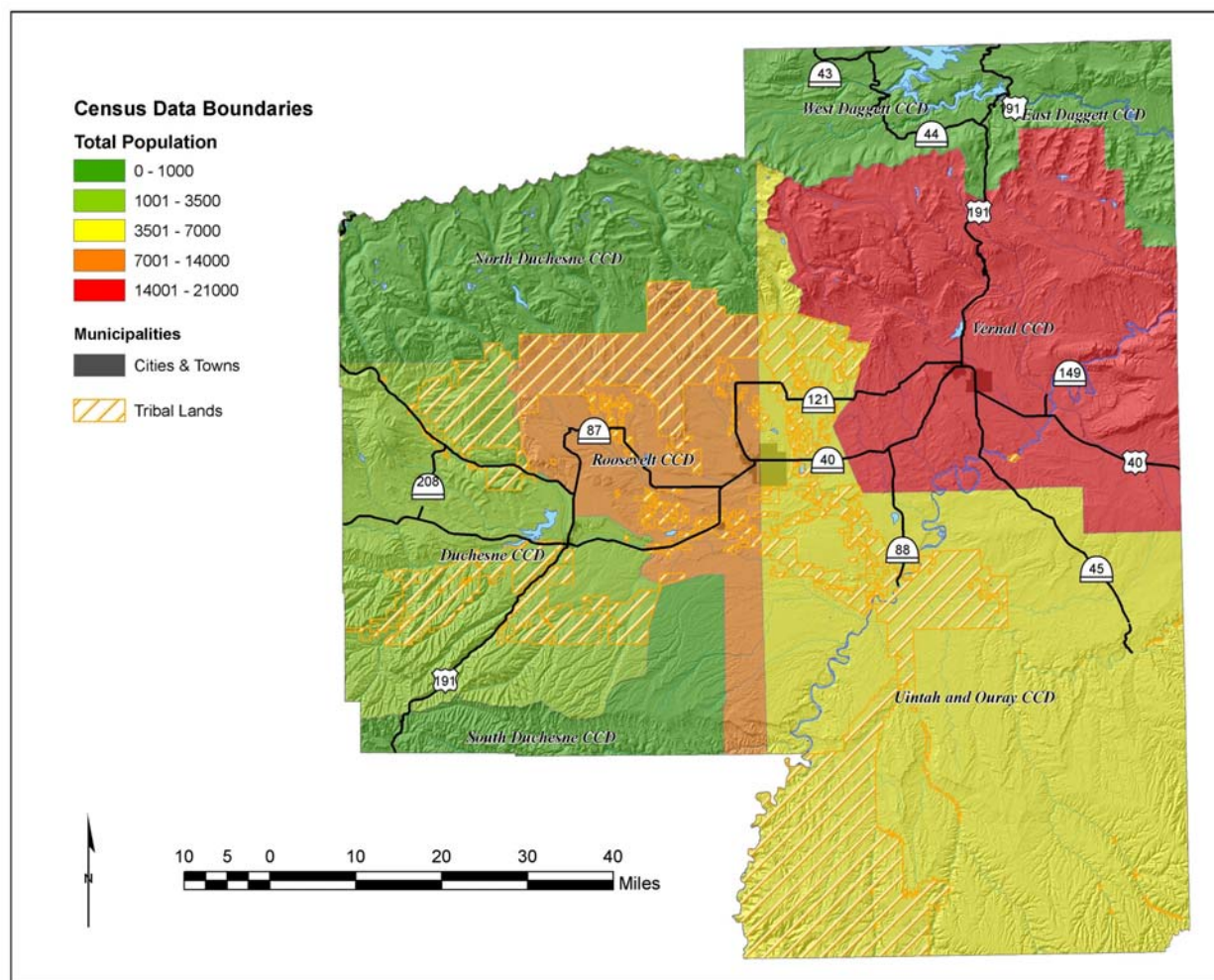
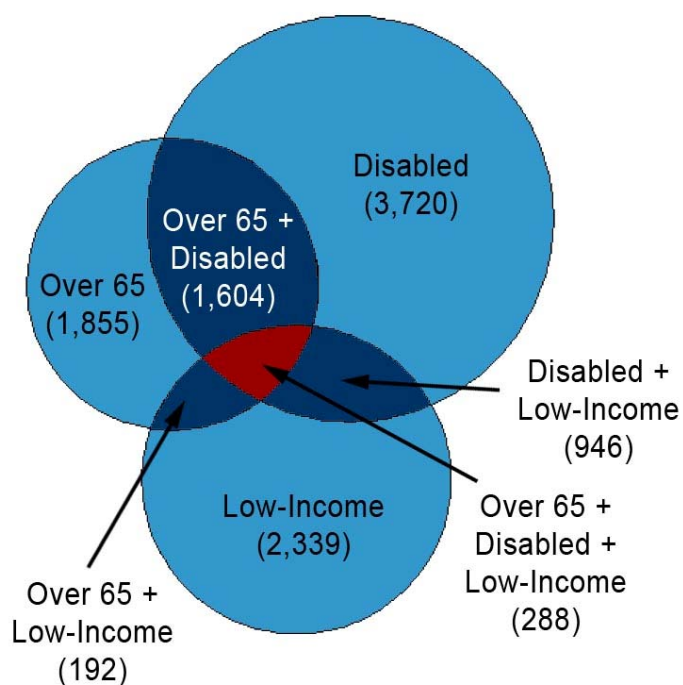


FIGURE 20: OVERLAP BETWEEN THE THREE TARGETED POPULATION GROUPS IN THE UINTAH BASIN AOG AREA



Source: U.S. Census 2000

Figure 20 illustrates the overlap between each of the targeted population groups. Table 16 provides additional details about the demographics of the area. Table 17 provides more generalized data for years 2006, 2010 and 2020.

TABLE 17: UINTAH BASIN ASSOCIATION OF GOVERNMENTS TARGETED POPULATION DEMOGRAPHICS

	Total Population	Over 65 Alone	Over 65 and Low Income	Over 65 and Disabled	Over 65, Low Income, & Disabled	Between 16 - 64 & Disabled	Between 16 - 64 & Low Income	Between 16 - 64, & Low Income, & Disabled	Total Target Population	Target as % of Total
Daggett County	921	77	2	49	-	79	23	9	239	26.0%
EastDaggettCCD	174	5	-	8	-	9	3	-	25	14.4%
WestDaggettCCD	747	72	2	41	-	70	20	9	214	28.6%
Duchesne County	14,371	683	74	493	93	1,316	880	383	3,922	27.3%
DuchesneCCD	3,178	198	17	118	28	254	145	74	834	26.2%
NorthDuchesneCCD	8	-	2	-	-	-	3	-	5	62.5%
RooseveltCCD	11,185	485	55	375	65	1,062	732	309	3,083	27.6%
SouthDuchesneCCD	-	-	-	-	-	-	-	-	-	-
Uintah County	25,224	1,095	116	1,062	135	2,325	1,436	554	6,723	26.7%
UintahandOurayCCD	4,778	143	59	142	46	506	551	263	1,710	35.8%
VernalCCD	20,446	952	57	920	89	1,819	885	291	5,013	24.5%
UBAG Total	40,516	1,855	192	1,604	228	3,720	2,339	946	10,884	26.9%

Source: U.S. Census 2000

TABLE 18: UINTAH BASIN ASSOCIATION OF GOVERNMENTS FUTURE TARGETED POPULATION DEMOGRAPHICS

		Over 65		Low Income		Disabled		Total Population
		Total	% of Total Population	Total	% of Total Population	Total	% of Total Population	
2006	Daggett County	176	19%	35	4%	141	15%	947
	Duchesne County	1,469	9%	1,562	10%	2,496	16%	15,701
	Uintah County	2,756	10%	2,484	9%	4,517	16%	27,955
	AOG Total	4,401	10%	4,081	9%	7,155	16%	44,603
2010	Daggett County	206	20%	38	4%	152	15%	1,024
	Duchesne County	1,551	10%	1,582	10%	2,528	16%	15,897
	Uintah County	2,857	11%	2,405	9%	4,374	16%	27,071
	AOG Total	4,614	10%	4,025	9%	7,054	16%	43,992
2020	Daggett County	322	28%	42	4%	170	15%	1,141
	Duchesne County	1,885	10%	1,893	10%	3,024	16%	19,021
	Uintah County	3,811	13%	2,602	9%	4,733	16%	29,289
	AOG Total	6,018	12%	4,537	9%	7,927	16%	49,451

Sources: U.S. Census 2000; Governor's Office of Planning and Budget 2006, 2010 & 2020 Population Estimates

Notes:

Over 65 = Estimate from GOPB; Low Income = Census data expanded using growth factor from GOPB estimate; Disabled = Census data expanded using growth factor from GOPB estimate

SUMMARY OF TRANSPORTATION NEEDS

This section summarizes the needs identified for the area. See Chapter 3: Methods for a description of how these needs were identified.

TRANSPORTATION TO MAJOR CITIES OUTSIDE OF REGION

Need: Long distance transportation to urban areas of the state is needed on a routine and scheduled basis.

Discussion: Members of the targeted populations require access to major cities outside of the region to attend medical appointments, visit with family and friends, and attend special events or to conduct shopping for items not available locally. Respondents indicated medical specialists do not have offices within the region, and patients must make their own travel arrangements; often relying on family and friends. Cities located along the Wasatch Front are visited frequently, typically once a week. These trips generally last the entire day due to distance and multiple stops. Some transportation across state boundaries to Wyoming or Colorado is needed for those utilizing regional airports and persons residing in extremely rural areas. Some participants indicated they would travel to Denver for national or international flights and that ability to get to larger cities with airports helps to stay in contact with family out of state. No Greyhound service is available to service those needs.

TRANSPORTATION WITHIN REGION

Need: Daily transportation from small rural towns to regional mid-sized towns is a primary need for individuals in the region in order to access essential services.

Discussion: Daily transportation on Route 40 is a primary need for individuals in the region in order to access essential services. The Route 40 corridor is the spine of the region; many residents travel the corridor daily. Providing public transportation within the region and in-town is needed for all the targeted populations. Participants expressed a need for a new transit service between the towns of Roosevelt, Ft. Duchesne and Vernal.

TRANSPORTATION SERVICES FOR ISOLATED RURAL AREAS

Need: Transportation to and from isolated rural areas is a need within the Uintah Basin.

Discussion: Residents living in southern Uintah County, northern Duchesne County and Daggett County have difficulty getting to population centers within the region. In such areas transportation services are almost non-existent. Individuals living in these areas are in need of transportation to urban areas to access essential services such as medical appointments and to purchase groceries. Often transportation services in extremely rural areas are sporadic or must be scheduled ahead of time. Individuals living in these locations currently rely on delivery services and friends and family. Although the Ute Tribe operates a public fixed route service with

multiple trips during weekdays, many people who live off the reservation, including non-tribal people, do not know the service is open to the public

EMPLOYMENT RELATED TRANSPORTATION

Need: In order to reach employment opportunities, low-income residents need reliable and routine transportation.

Discussion: Low-income individuals within the Uintah Basin expressed a need for employment related transportation services. In addition to weekday hours, participants need extended operating hours to access employment opportunities occurring outside the regular workday, including evenings and weekends. Weekend transportation hours would also allow those without transportation to attend religious services. Often low-income individuals and families are juggling work, education, and child rearing responsibilities, and access to flexible transportation is a necessity. Of the known transportation services within the Uintah Basin AOG, only two operate on Saturdays and Sundays. One of these services is a privately run taxi service which members of the target population indicated is not a financially feasible transportation option.

The region often has periods of economic boom and bust in the natural resources economy that prevails. This cyclical economic nature creates a mobile working population in the Basin, many of whom are employed by oil and natural gas companies. There is a particular need for inter-city transportation to bring newcomers to the area, and to facilitate travel for those leaving the area once seasonal or specialized jobs are no longer available. Additionally, for long-term residents of the area there is a need for job access including transportation for pre-job services. For example, persons re-entering the workforce or unemployed do not have the ability to get to interviews, to seek assistance in preparing a resume, get to local social service offices, or to shop for appropriate work attire. Transportation to meet these needs may help the entire community by contributing to a stabilized workforce.

UTILIZE EXISTING SERVICES

Need: The region needs to utilize and promote existing transportation services.

Discussion: Service providers within UBAG are trying to meet transportation needs with a limited number of available services. Currently, Utah State University (USU) provides transportation for students but the service does not have enough riders to justify the operating cost, and there has been discussion about canceling the service. Although there is need in the area, the lack of riders on the USU bus may make it difficult to demonstrate need for additional transit services.

Other available services, such as senior center and local human service agency transportation programs, have limited hours during the day and no services available in the early morning, mid-day or late afternoon; no weekend services are offered either. With multiple agencies providing transportation services and limited hours there are many idle vehicles.

VOLUNTEER EFFORTS

Need: Less dependence upon the informal volunteer system is needed.

Discussion: Basic local transportation needs are being met through an informal volunteer system supported by the efforts of family, friends, and neighbors. Meeting participants indicated, while the value of volunteers should not be underestimated, it is not a sustainable solution for meeting long term transportation needs of the targeted population in the area. Specifically, participants indicated family, friends, and neighbors expose themselves to insurance liability when transporting passengers. This liability was indicated as an inappropriate burden possibly leading to burn-out for many volunteers. Participants also pointed to other cases where members of the targeted population do not feel they have someone they can rely on to provide these types of volunteer services.

Senior centers expressed concern with the dependence on volunteers as well. While volunteers provide much of the labor force for the senior center transportation program, they feel there is a need for paid skilled drivers in order to expand service to better address unmet needs. This would require additional operating funding, however, which was identified as a difficult obstacle to overcome.

EDUCATION

Need: Education for potential riders about existing transportation services is needed in the area.

Discussion: Participants at the outreach meetings expressed limited understanding about the availability of transportation services in the area. The Ute Tribe's fixed route system, funded through a FTA Section 5311 formula grant program for small rural transportation systems, operates in communities off of the reservation and is available to members of the general public. Many participants were not aware of the fact this service is available to the general public. Increased awareness of this program would improve its ridership and service utilization, while helping to address other unmet needs.

FUNDING FOR OPERATING EXPENSES AND SERVICE EXPANSION

Need: Additional funding is needed to cover operating expenses.

Discussion: While many service providers indicated they have used federally funded matching programs (e.g. The Elderly Individuals and Individuals with Disabilities Program (5310 Program)) for capital expenses and the purchasing of vehicles, providers noted they often do not have sufficient funds to cover operating expenses or to expand services such as increasing routes or extending operating hours. For example, the Uintah Basin AOG has three vans and one bus sitting idle due to the lack of operations funding. In addition, agencies indicated rising gas prices continue to take more funds from the operating budget; limited operations funds is magnified due to cost of gas and distance, both acting as multipliers.

Local match funding is often difficult to obtain due to lack of knowledge about the programs by policy makers and the community. Local governments, agencies and programs all have limited budgets serving a wide geographical area, and funds are often only available for specific individual programs.

PHYSICAL LIMITATIONS

Need: Sensitivity to the needs of disabled persons and ADA requirements is needed overall to improve the quality of transportation and transportation options for residents.

Discussion: Weather plays an important role in the lives of Utah residents; heat and cold take their toll on the elderly and disabled populations, those who need public transportation services most.

Physical limitations are often a barrier to transportation services, for example friends or family members may not be able to transport a loved one due to the need for a wheelchair van/lift, which burdens those trying to give assistance and those who need transportation. Physical limitations also hinder people once they get off the bus as their mobility may be slow or limited; limited or no pedestrian facilities create a greater pedestrian safety issue within communities.

The recruitment, education, and retention of qualified drivers is always a challenge particularly for agencies with limited financial resources. In addition, substitutes / volunteers do not know clients' special needs and therefore cannot always provide the level of care needed.

LOSS OF INDEPENDENCE

Need: Overcome negative stereotypes of dependence upon others.

Discussion: For many, asking for help is akin to losing personal independence. Often residents who need transportation are too proud and independent to ask for assistance outside of family and friends. However, independence for the elderly and disabled cannot be fully realized if they do not have access to adequate transportation. If routine transportation services were provided many clients would be able to live independently. Accessibility for aides or care takers who must travel with special needs clients requiring assistance in transport is not available. Medicaid funding reimbursement will not cover for the costs of support staff to travel with clients. Additionally, conditions for the working poor are exacerbated due to often unreliable cars and cost of insurance.

STRATEGIES TO ADDRESS NEEDS

The needs identified in the previous section show a system which can be improved through minor implementation efforts, such as educating potential riders about available services and enhancing or providing routine scheduled services. However, some deficiencies in service or issues that are outside the realm of transportation may not be easily solved and will require

additional long-term strategies to address the complex social, political and economic issues associated with funding, coordination and improving employment opportunities.

While medical transportation was listed as a high priority for the senior population, most needs are being met through senior center services or an informal volunteer system. As is the case with most rural areas there is a need for inter-city travel for medical needs, because the target populations must travel to Provo or Salt Lake City for specialist appointments. With extremely limited specialist care in the rural areas of Utah, residents must travel long distances to the surrounding urban areas. Planned trips on senior and disability center busses are often not convenient for many because of the travel time.

Coordination to utilize existing services within the region, including tribal services was also indicated as a high priority. Coordination between the tribe and other social service providers could lead to improvements within the entire system including increased ridership and utilization of idle vehicles. This effort will require negotiation between the Ute tribe, UDOT and local governments.

STRATEGIES

This section outlines proposed strategies addressing the needs identified above. Note some strategies included in this section are related to strategies identified at the statewide level. See "Chapter 3: Methods" for a description of how these strategies were identified.

Each strategy includes a discussion of the needs it addresses and identifies specific actions. Each strategy also includes a recommendation. This section concisely states the recommended course of action. The strategy also includes information for each of the three prioritization criteria identified in Chapter 3: Methods.

STRATEGY 1 – EDUCATE SERVICE PROVIDERS

Discussion: Educating agencies to make them aware of the diverse needs and services available has great potential to lead to enhanced coordination between agencies. According to the United We Ride Vehicle Resource Sharing Final Policy Statement, grantees may "share the use of their own vehicles if the cost of providing transportation to the community is also shared." This is one way agencies may coordinate transportation without losing their funding.

Recommendation: Create an education program for both social service and transportation providers, including information about funding programs, regulations, and exceptions.

Prioritization Criteria:

- Ease of Implementation: Information for the various agencies and transportation providers is readily available through resources such as United We Ride in addition to the findings from this document.
- Needs Addressed: This strategy directly addresses the need for education and may also address other issues as well. Once agencies have the tools and resources available they will begin to tackle larger issues and solve additional and more complex problems. The

education component will also assist in the coordination effort. Again, once agencies know the available options, they will be more inclined to share knowledge, information, and potential resources.

- Position within Critical Path: This strategy is recommended as the first step in the critical path.

STRATEGY 2 – EDUCATION FOR POTENTIAL TRANSIT RIDERS

Discussion: Transportation users in the targeted population do not seem to be aware of some transit options available to them. A pamphlet or information sheet posted in public places (grocery store, senior center, etc.) would make transportation information readily available and inform the targeted population of transportation options of which they were not previously aware, but from which they could benefit. As indicated previously, members of the targeted population and service providers alike expressed a need for education for the public about these services. Improved public information about the types of service available would likely lead to improved utilization of services.

Recommendation: Create listing of all the transportation services within the AOG and publish the information online through a dedicated website and in an easy to access and reproduce printed format. Distribute printed versions freely at grocery stores, libraries, post offices, and other public locations.

Prioritization Criteria:

- Ease of Implementation: It should be relatively simple to create brochures and handouts with little cost to agencies; posting to websites or displaying notices on community access channels are also a way to get the word out to the community.
- Needs Addressed: This strategy directly addresses the need for education and may also address other issues as well. For instance, an available transportation list may entice more riders. The increased ridership will help the transportation provider in recovering cost through increased revenue, and the increase in numbers will improve operating efficiency. Those improvements in ridership would contribute to a strong basis for applying for grant funding.
- Position within Critical Path: After educating the agencies on ways to improve service, the education of riders should be developed either jointly or immediately following. By bolstering agencies first, those agencies will take that momentum and funnel it into a rider education program, which will lead to additional riders and a sense of accomplishment by agencies, preparing them to tackle larger, more complex issues.

STRATEGY 3 – PROVIDE SENSITIVITY TRAINING FOR DRIVERS

Discussion: Suggestions were also made at various outreach meetings to increase opportunities for driver education. The objective of such training would be to improve driver awareness of the requirements of special needs riders. Drivers are often volunteers and may not have had

specialized training on the mobility needs of riders; offering this type of training will enhance the rider experience and allow drivers to feel more confident in their own ability to handle medical or mobility situations.

Recommendation: The Utah Rural Specialized Transportation Association will develop a training course for drivers and volunteers to learn about the special needs of their riders, and provides this training for drivers. Utilize Section 5310 funding for these purposes. A short course including first-aid, CPR, and basic care for riders who are disabled could be accomplished through existing social service programs.

Prioritization Criteria:

- **Ease of Implementation:** Establishing this specialized education program will require moderate effort and coordination with other social service or health programs. Enlisting the help a local doctor's office, YMCA or nursing home to teach short courses will lead to a comprehensive training program, but again will require additional time and possibly a stipend for the instructor(s). This will be an ongoing effort, as new drivers and volunteers will continually need training.
- **Needs Addressed:** This strategy will assist in volunteer coordination and overall agency education efforts, but is better positioned as a subset of the larger education component.
- **Position within Critical Path:** While this is an important strategy, it will not dramatically improve basic system operations. This strategy would be better suited to implement after other basic education and coordination efforts have been accomplished.

STRATEGY 4 – EDUCATE DOCTORS AND OTHER MEDICAL SERVICES PERSONNEL

Discussion: Educating doctors and other health providers such as pharmacists was suggested as a way to aid in the coordination efforts and to improve efficiencies within the system. Many people indicated a medical appointment could take all day when the traveling time, waiting for the appointment and waiting on prescriptions are combined in one session. Drivers and riders alike complained of having to wait before and after doctor appointments for transportation to arrive making for a long day for a routine doctor visit. In addition, many participants indicated utilizing public transit was not an option due to the scheduling and availability of appointment time slots. The objective of such education would be to improve medical professionals' awareness of the needs of transit dependent riders.

Recommendation: Present the printed material developed in Strategy 2 to the medical community to begin a conversation about coordinating appointments with transit schedules. Create a brochure and website listing all the transportation services within the AOG and publish the information online and in easy to access/reproduce format. Distribute printed versions freely at doctors' offices, pharmacies or medical supply stores.

Prioritization Criteria:

- **Ease of Implementation:** It should be relatively simple to create brochures and handouts with little cost to agencies; posting to websites or notices to community access channels are also a way to inform the community. This information can be obtained from the previous education efforts. Potentially no additional cost or effort would be needed other than distribution of pamphlets, including route schedules would be needed.
- **Needs Addressed:** This strategy directly addresses the need for education, and may also address other issues as well. If doctors adjust appointment times or are more flexible rider satisfaction may increase thereby increasing overall ridership.
- **Position within Critical Path:** While this is an important strategy, it will not dramatically improve basic system operations. This strategy could be accomplished along with the other education components.

STRATEGY 5 – EXPAND AND UTILIZE UTE TRIBE TRANSIT

Discussion: While there is little public transportation, agencies are trying to meet client needs within the region and are doing a reasonably good job with what is available. The Ute Tribe Transit is one of the most successful transit agencies in all of rural Utah. Increasing the exposure and availability of the Ute Tribe Transit has the potential to create a level of efficiency benefiting all the communities in the Uintah basin area and the Ute Tribe. The Ute Tribe Transit could benefit from the following coordination strategies:

- Use existing idle vehicles from other agencies
- Advertise service to general public to increase ridership
- Monitor progress and refine program to improve service on an annual basis.

The Ute Tribe Transit currently provides many transportation services. The Tribe was concerned about how the coordination process would benefit the tribe. Specific concerns were expressed regarding whether coordination would negatively impact existing funding sources. In discussions with tribe transit representatives, they felt strongly existing funds available to them should be used to benefit the reservation. Some reluctance was expressed in regard to coordination out of fear these funding sources would need to be shared.

The tribe expressed interest in materials to learn more about the coordination process and requirements. They also expressed interest in any case studies from the Navajo Nation. They stated that ultimately coordination of services with areas outside the jurisdiction of the tribe would require the Tribe Business Committee approval.

Recommendation: Work with the Tribe to expand services throughout the region by coordinating with other agencies. Establish agreements or a voucher system where agencies pay the Ute Tribe to transport clients. Identify key service areas and routes that will allow for cost savings. As the largest transportation provider in the region the Ute Tribe is in a special position to provide service and conduct business in a more cost effective manner than many individual agencies.

- **Ease of Implementation:** Rather than creating new services to improve transportation, current systems can be enhanced. Coordination will take a leap of faith by agency heads and the Ute tribe but can be accomplished through a methodical review and agreements between agencies to serve all riders, share funds, materials or equipment. Other legal hurdles may need to be reviewed including liability or insurance issues. Again, these efforts would be facilitated through the development of a Memoranda of Agreement and other tools that enable coordination (See Appendix A for examples of this type of information).
- **The Tribe is a key link in the Uintah Basin,** with an established service receiving Section 5311 funding. Coordination between the Tribe and services outside of the reservation may be difficult given the unique funding sources in place and the political and cultural issues that are present. The RCTP process and follow up work needs to have the support of the Business Committee, which may require the mobilization of resources that are beyond the scope of services being performed by the consultant. UBAG has expressed an interest in a methodical assessment of the region's transportation system and methods of improvement including a business/financial plan. This proposed effort would help greatly in achieving this regional coordination.
- **Needs Addressed:** This strategy will provide reliable transportation within the region, assist in providing transportation for isolated rural areas, establish employment related transportation, utilize and maximize existing services and has the potential to boosting the regional economy. This strategy will also help to increase ridership through offering more routes or improved scheduling. This will in turn improve fluctuating ridership once the population knows they can comfortably rely on these transportation services.
- **Position within Critical Path:** The strategy should be implemented early in the process. Establishing coordination between the Tribe and local agencies must be first and foremost. Obtaining the support of the Tribal Council is of the utmost importance in order for this strategy to succeed.

STRATEGY 6 – ESTABLISH TRANSPORTATION SERVICES TO REMOTE RURAL AREAS.

Discussion: Participants of the focus group and regional workshop meetings suggested the development of a feeder system of on-demand transportation for individuals in remote rural areas to link with existing transit in the regional cities of Roosevelt and Vernal. Such connections would serve a great deal of need by providing service to some of the area's most remote rural locations.

Recommendation: Work with service providers in remote rural areas to identify service patterns and/or routing schemes that, when combined with other coordination activities, achieve cost effective connections between remote rural areas and regional cities (Roosevelt and Vernal). Establish on-demand transportation with a 24-hour notification/request line to create a feeder system of on-demand transit from rural areas to key stops on order to link with existing transportation service.

Utilize the following elements to establish service:

- Use existing/idle vehicles
- Apply coordination activities from the coordination tool box to improve cost effectiveness
- Conduct annual performance reviews
- Based on performance reviews, make adjustments to the program on an annual basis to improve service
- Establish transfer points at existing transit stops.

Prioritization Criteria:

- **Ease of Implementation:** Creating new services to reach those in rural areas should not be difficult if the service is simplified through an on-demand customer base and if destinations can be linked with existing transportation routes and stops. In essence, current systems operated by existing human service agencies will merely be enhanced to provide additional service. Close coordination with other regional agencies and providers will be necessary to ensure success.
- **Needs Addressed:** This strategy will enhance transportation within the region, provide transportation for isolated rural areas, potentially provide employment related transportation, overcome loss of independence for members of the target population and utilize existing services by tying into the existing system. This type of service may not see positive results early, but will help to increase ridership through offering more routes or improve scheduling; this will in turn improve fluctuating ridership once the population knows they can comfortably rely on these transportation services.
- **Position within Critical Path:** This strategy can be implemented independent of other efforts and is a good way to begin designing a larger transportation network throughout the region. The ease and time to implementation will be determined by the responsible agencies and securing funding. This effort can begin at any time.

STRATEGY 7 – ESTABLISH A CENTRALIZED DISPATCH WITHIN THE EXISTING TRANSIT AGENCIES UTE TRIBE TRANSIT, UBAG, ETC. TO HANDLE INCOMING REQUESTS AND TO COORDINATE SERVICES OF MULTIPLE ENTITIES.

Discussion: During the outreach meetings it was suggested a centralized dispatch unit be created through UBAG or the Ute Tribe Transit, to establish a single receiving agency for incoming requests that coordinates trips for all local service providers. The dispatch unit would be familiar with eligibility requirements for each of the different services and could match a user with the mode of transportation most suitable for them.

Recommendation: Work with service agencies and transportation providers to identify participants of a request line and central dispatch. Designate a toll free telephone number to take requests. Staff the line or establish a voice recording system to record transportation requests, utilizing a voice recording will enable the reservations to be made any time of day and at the convenience of users. Establish policies and procedures for making reservations, create brochures for the public on how to use the request service. If a centralized dispatch cannot be

accomplished, create a manned central phone number to connect people with the appropriate transportation or human service provider.

Prioritization Criteria:

- Ease of Implementation: This strategy will take pre-planning and funding to begin such a new service. Utilize information from the tool box to identify funding sources, such as Section 5310, 5311, 5316, or 5317 federal funds, or state or non-profit resources.
- Needs Addressed: Utilizing a single source point for scheduling and reserving transportation will lead to greater cost efficiencies in both capital and operating budgets, it will also utilize and maximize existing services.
- Position within Critical Path: This strategy will have the most success once the existing system is stabilized, coordination efforts begin in earnest, and education of riders and service providers has been completed. Support from all agencies will need to make this region-wide effort a success.

STRATEGY 8 – DEVELOP AN AREA-WIDE PUBLIC TRANSPORTATION BUSINESS PLAN WITH EMPHASIS ON IDENTIFYING OPPORTUNITIES FOR COORDINATION

Discussion: If applied and properly managed, the coordination strategies identified in this section will yield cost savings both for operating and capital expenses. By monitoring these cost savings as part of an overall coordination program, UBAG can assist agencies in identifying opportunities to reinvest funds saved through coordination into addressing other needs identified in this plan.

Savings experienced due to coordination could be reinvested in the following areas to narrow the gaps identified above:

- Extended operating hours
- New vehicles
- Improved signs and education programs
- Establishing new transit connections within the region
- Establishing inter-city transit.

Recommendation: Create a business plan focusing on coordinating regional efforts with measurable milestones. Gain support and draft any agreements necessary for agencies to participate in regional transit business plan. Within the business plan the main elements should be a short term cash flow projections. A long term cash flow projection is the summary of several elements of a financial plan that includes:

- Funding sources (public and private) and revenue forecasts (fees)
- Proposed project capital budget
- Other planned capital projects
- Annual operating and maintenance (O&M) expenses for the proposed project and the existing system
- Exploration of the potential for privatizing transportation services or utilizing a transportation brokering method.

Prioritization Criteria:

- Ease of Implementation: This will not be an easy task and could require the use of an outside consultant to develop the financial plan. If a consultant is used, additional funding will be required from various sources. If the plan is coordinated in house, staff time should be allocated to allow for multiple employees to assist in this effort, including a CPA, agency financial planner, regional planner and/or program administrator.
- Needs Addressed: This strategy will address many if not all the needs outlined above.
- Position within Critical Path: If this strategy is utilized it should begin first. While the business plan is being drafted preliminary coordination and education efforts could be underway simultaneously.

STRATEGY 9 – EXPAND CURRENT SERVICES AND CREATE NEW INTER-CITY AND INTRA-CITY ROUTES.

Discussion: A number of service providers explained they have used federally funded matching programs such as the Elderly Individuals and Individuals with Disabilities Program (Section 5310) in order to procure vehicles for their agency. Currently, Uintah County has a special service district and offers matching funding for 5310 services operated by Uintah County Areas Agency on Aging; other counties in the region have not implemented this type of funding support. It was noted once service providers have acquired the vehicles, they encounter challenges obtaining sufficient operating funds due to increased fuel costs and other factors. These challenges make it difficult for them to provide additional services such as increased routes or extended operating hours. For example, UBAG and Ute Tribe Transit has idle vehicles not fully in service and indicated they did not have the funding to operate or did not have the routes or schedules to make complete use of the vehicles and drivers' time. Participants also brought up the fact that funding problems are related to other issues. The example given for this is the issue of providing affordable transportation service and its relationship with operating costs. It was suggested in the absence of reliable operating funds, rising fuel prices often result in costs being passed on to the users.

Although sufficient funds are available for capital improvements such as vehicle procurement through the 5310 program, there is a lack of funding sources for operating expenses. Lack of sufficient operating funds exacerbates gaps in service especially in areas where user fees prohibit use.

Recommendation: Create new transit routes throughout the region and provide a networked system of inter and intra-city transportation options. Create a network of demand-response and fixed-route service through the options below:

- Designate a fixed-route hub along US 40 between small (Ft. Duchesne, Duchesne, Myton) and regional (Roosevelt and Vernal) cities
- Evaluate demand-response or limited scheduled service for extreme rural areas
- Coordinate with UTE Tribe to expand the Ute Tribe Transit
- Strategically locate stops and synchronize schedules along Routes 40 and 191
- Create circulator (intra-city) service within Roosevelt and Vernal

- Establish Park and Ride lots
- Construct shelters at stops.

Prioritization Criteria:

- **Ease of Implementation:** This will be a major undertaking and not easily accomplished. Availability of funding for the creation of new services will require federal and local match funds, if grants were pursued. Funding amounts for capital and operating expenses should be secured and budgeted before implementing new services. A fee structure will need to be determined. This should only occur after a business plan is in place.
- **Needs Addressed:** Additional services through fixed route and fixed schedule would go a long way to enhance community transportation. Service expansion would address those needs larger in scope, such as: creating a stable business economy, providing access to jobs, overcome dependence, create transportation options for isolated rural areas, and provide transportation within region.
- **Position within Critical Path:** Service expansion should only be undertaken after other education, planning and coordination efforts have been in place. This strategy is a long term approach to providing services throughout the region, and will require extensive staff time and funds to create new services. Only after improvements are made to the existing system and are monitored and deemed as successful or improving will expansion be a worth while venture. This will most likely be a final element to improving transportation within the region.

STRATEGY 10 – PROVIDE REIMBURSEMENT FOR FAMILY AND VOLUNTEERS TO TRANSPORT MEMBERS OF THE TARGETED POPULATION AND PROVIDE REIMBURSEMENT OR VOUCHERS FOR MEDICAL AIDES / VOLUNTEERS WHEN PUBLIC TRANSPORTATION IS USED.

Discussion: Instead of disbanding the already successful volunteer system in place, reimburse volunteers for their efforts in driving residents to and from locations. Volunteers especially need gas or mileage reimbursements for long trips to Provo or Salt Lake. In order to accommodate those who need assistance, provide bus passes or a voucher so they can help members of the target population get the assistance they need.

Recommendation: Work with transportation providers to establish a simple voucher system for aides. Establish a funding source for volunteer reimbursement by pooling funds or portioning out a percentage of operating budgets.

Prioritization Criteria:

- **Ease of Implementation:** This strategy may in theory appear easy to accomplish but in reality is much more difficult. Convincing policy/decision makers to apportion already stretched-thin operating funds will take political know-how and a good education element. Also, preparing budgets far in advance and gaining support will take considerable lead time to get approved and established. Once established it will also

take diligence yearly during budget season to prevent this program from being eliminated from budgets due to cost cutting.

- Needs Addressed: By providing reimbursements for volunteers to drive members of the target population to destinations it takes away a portion of the volunteers' financial burden. Many volunteers are more than happy to donate time, but some may not have the financial means to donate money. This strategy continues and rewards the volunteer system currently in place and will remain a stabilizing force within the community.
- Position within Critical Path: Finding and keeping the funding sources for this effort will take conviction and may need additional time to develop and therefore is listed after education and coordination. Once education and coordination are implemented cost savings will most likely occur. These cost savings could be utilized to fund these reimbursements.

PRIORITIES

HIGH

Strategy 1 – Educate Service Providers

Strategy 2 – Provide Education for Potential Transit Riders

Strategy 3 – Provide Sensitivity training for drivers

Strategy 4 – Educate doctors and other medical services personnel

Strategy 5 – Expand and utilize Ute Tribe Transit

MEDIUM

Strategy 6 – Initiate coordination among human service agencies to improve service in remote rural areas.

Strategy 8 – Monitor progress of coordination activities, identify areas of cost savings and re-invest savings to further improve the system.

Strategy 10 – Provide reimbursement for family and volunteers to transport members of the target population and provide reimbursement or vouchers for medical aides / volunteers when public transportation is used.

LOW

Strategy 7 – Establish a Centralized Dispatch within the existing transit agencies Ute Tribe Transit, UBAG, etc. to handle incoming requests and to coordinate services of multiple entities.

Strategy 9 – Expand current services and create new inter-city and intra-city routes.

SUB-CHAPTER 4.5: SIX COUNTY ASSOCIATION OF GOVERNMENTS AREA

AREA OVERVIEW:

This section includes a description of the local area, including information about local jurisdictions, an inventory of available transportation services, information about area demographics, and other relevant information. See "Chapter 3: Methods" for a description of how this information was developed.

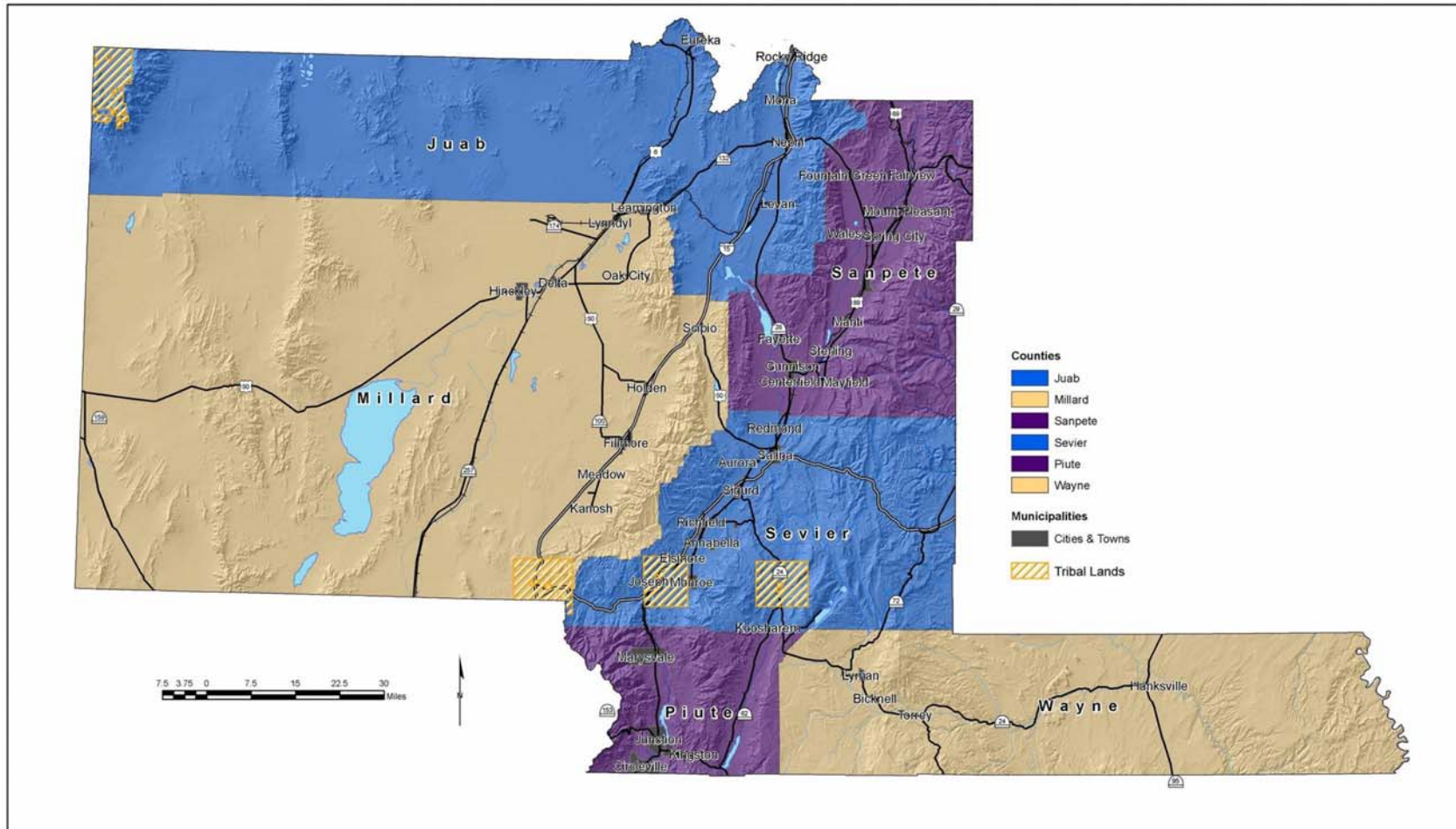
JURISDICTIONS

Through local intergovernmental agreements, the Six County Association of Governments (SCAOG) was organized in 1969 to provide services available through state and federal programs to the citizens of Juab, Millard, Piute, Sanpete, Sevier, and Wayne counties (please see figure 21). SCAOGs primary goal is to serve as a multi-purpose organization, utilizing combined resources to effectively provide a broad spectrum of services, including economic and community development, as well as essential human services.

SCOAG, headquartered in Richfield, provides the following services for all member governments:

- Aging Programs, including Transportation and Senior Center Support
- Planning and Community Development
- Housing Services
- Economic Development.

FIGURE 21: SIX COUNTY ASSOCIATION OF GOVERNMENTS OVERVIEW MAP



LOCAL AREA CONDITIONS & AVAILABLE TRANSPORTATION SERVICES

The SCAOG lies at the center of Utah, covering over 16,690 square miles. This makes it one of the largest AOGs in the state and, with only 3.96 persons per square mile, one of the most sparsely populated (refer to the following demographic table). SCAOG comprises six counties including Juab, Millard, Piute, Sanpete, Sevier and Wayne. It is geographically located approximately 500 miles from Denver, Colorado; 600 miles from Los Angeles, California; and 600 miles from Phoenix, Arizona. Interstates 15 and 70 provide much of the transportation links into and out of the area. Located off of I-70, Richfield in Sevier County is the center of regional, medical, and shopping needs. Residents of the area travel to the Wasatch Front, particularly Provo and Salt Lake City, for specialized services, including medical specialists, cultural, and social events, and for access to the Salt Lake International Airport.

Although there are no public transportation providers in the SCAOG, there is a taxi service available in Richfield and Sanpete, and Snow College operates a shuttle for students in Ephraim. The remaining transportation providers are senior centers, which are recipients of Section 5310 funding and are scattered throughout the region. Workforce Services does not offer scheduled transportation but will assist clients as needed.

Two transit feasibility studies have been conducted for the Six County area. In 1981 a transit feasibility study was conducted for the Six County Association of Governments. This study found that a commercially operated transit system would not be cost effective for the area. To serve the needs, the study recommends "a system that utilizes existing resources augmented with additional vehicles and coordinated with all service delivery programs." A follow up study conducted in 1998 also recommended the establishment of a coordinated public transit system incorporated within the Six County Association of Governments, including a transit coordinator position within the AOG. The plan includes the consolidation of senior center vans into a single fleet to be maintained and dispatched from an existing maintenance facility in Nephi. To date, no such service has been established in the Six County AOG area.

Details for each of the transportation providers are indicated in the following tables. Table 18 displays information from the RCTP Service Provider Survey, while the table 19 provides an inventory of information collected during the outreach meetings. Combined, the two tables outline the variety of transportation services available to the SCAOG area residents.

TABLE 19: SIX COUNTY AOG: DETAILED INFORMATION ABOUT AVAILABLE SERVICES – FROM SURVEY RESPONSES

Agency Information	Agency Name	East Juab Senior Citizen Organization	Ephraim Senior Center	Pahvant Valley Senior Citizens Center	Piute County Senior Citizens	Sevier County Senior Group	W. Millard Co. Sr. Citizens	Wayne County Senior Citizens	Workforce Services
	Service Area	<ul style="list-style-type: none"> • Parts of Juab County • Eureka • Nephi 	<ul style="list-style-type: none"> • Ephraim 	<ul style="list-style-type: none"> • East Millard County 	<ul style="list-style-type: none"> • Piute County 	<ul style="list-style-type: none"> • All of Sevier County 	<ul style="list-style-type: none"> • Delta 	<ul style="list-style-type: none"> • Wayne County • Torrey • Teasdale • Bicknell • Lyman • Loa 	<ul style="list-style-type: none"> • Millard • Juab
	Service Type	<ul style="list-style-type: none"> • Demand Response • Route or Point Deviation 	<ul style="list-style-type: none"> • Route or Point Deviation • Fixed Route 	<ul style="list-style-type: none"> • Route or Point Deviation 	<ul style="list-style-type: none"> • Route or Point Deviation • Other 	<ul style="list-style-type: none"> • Demand Response 	<ul style="list-style-type: none"> • Demand Response 	<ul style="list-style-type: none"> • Demand Response • Route or Point Deviation 	<ul style="list-style-type: none"> • Other
	Scheduling Type	Phone call to one location for multiple destinations	Phone call to one location for multiple destinations	No Scheduled Services Are offered	Phone call to one location for multiple destinations	Phone call to one location for multiple destinations	Phone call to one location for multiple destinations	Phone call to one location for multiple destinations	No Scheduled Services Are offered
Eligibility Requirements	Age Requirements	Sixty and over		Seniors 60+	Over 60 (not strictly enforced)		Must be 60 + for Senior Center	55 and older	
	Disability Requirements	Eighteen and older							Welfare Programs
	Income Requirements								Welfare Programs
	Other Requirements								
Operations & Maintenance	Vehicle Ownership	<ul style="list-style-type: none"> • Own Vehicles 	<ul style="list-style-type: none"> • Own Vehicles 	<ul style="list-style-type: none"> • Own Vehicles 	<ul style="list-style-type: none"> • Own Vehicles 	<ul style="list-style-type: none"> • Own Vehicles 		<ul style="list-style-type: none"> • Lease Vehicles 	<ul style="list-style-type: none"> • Own Vehicles
	Maintenance	<ul style="list-style-type: none"> • Contracted 	<ul style="list-style-type: none"> • Contracted 	<ul style="list-style-type: none"> • Contracted 	<ul style="list-style-type: none"> • In-House • Contracted 	<ul style="list-style-type: none"> • Contracted 	<ul style="list-style-type: none"> • Contracted 	<ul style="list-style-type: none"> • Contracted 	<ul style="list-style-type: none"> • In-House
	Drivers & Attendants	<ul style="list-style-type: none"> • 3 Volunteers 	<ul style="list-style-type: none"> • 2 Part Time Drivers • 2 Volunteers 	<ul style="list-style-type: none"> • 6 Volunteers 	<ul style="list-style-type: none"> • 1 Volunteers • 1 Attendants 	<ul style="list-style-type: none"> • 1 Part Time Driver • 16 Volunteers 	<ul style="list-style-type: none"> • 1 Part Time Driver • 2 Volunteers 	<ul style="list-style-type: none"> • 2 Volunteers 	
	Dispatch & Other Employees				<ul style="list-style-type: none"> • 3 Dispatch & Other 				

Utah's Coordinated Human-Service Public Transportation Plan

	Agency Name	East Juab Senior Citizen Organization	Ephraim Senior Center	Pahvant Valley Senior Citizens Center	Piute County Senior Citizens	Sevier County Senior Group	W. Millard Co. Sr. Citizens	Wayne County Senior Citizens	Workforce Services
# Vehicles (# Accessible Vehicles)	4-9 Passenger		1					1 (1)	
	10 - 15 Passenger	3 (3)	2 (1)	2 (2)	1 (1)	4 (3)	1 (1)		
	16 - 24 Passenger								
	25+ Passenger								
Vehicle Utilization by Period	4-9 Passenger	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: 80% Saturday: -- Sunday: --	Weekday: 100% Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: 50% Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --
	10 - 15 Passenger	Weekday: 55% Saturday: 60% Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: 40% Saturday: 75% Sunday: --	Weekday: 20% Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: 30% Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --
	16 - 24 Passenger	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --
	25+ Passenger	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --
Operations Data	Total Hours	8803	250	-	8000	65000	3880	2000	-
	Total Miles	1122	75	0	384	2700	300	150-200	0
	Total Passengers	848	100	0	240	2076	150	360	0
Operating Periods	Weekday Service Period	9:00 AM - 6:00 PM	--	6:00 AM - 9:00 PM	--	6:00 AM - 3:00 PM	9:00 AM - 3:00 PM	9:00 AM - 3:00 PM	--
	Saturday Service Period	9:00 AM - 6:00 PM	--	6:00 AM - 9:00 PM	--	--	--	--	--
	Sunday Service Period	--	--	--	--	--	--	--	--

Utah's Coordinated Human-Service Public Transportation Plan

	Agency Name	East Juab Senior Citizen Organization	Ephraim Senior Center	Pahvant Valley Senior Citizens Center	Piute County Senior Citizens	Sevier County Senior Group	W. Millard Co. Sr. Citizens	Wayne County Senior Citizens	Workforce Services
Funding Source & Restrictions	Funding Source	<ul style="list-style-type: none"> • City, County or Special District • Donations, United Way, Fund Raising, Volunteers • Federal funds: • State Funds: 	<ul style="list-style-type: none"> • Donations, United Way, Fund Raising, Volunteers 	<ul style="list-style-type: none"> • Fares 	<ul style="list-style-type: none"> • Donations, United Way, Fund Raising, Volunteers • Federal funds: Aging Program • State Funds: Aging Program 	<ul style="list-style-type: none"> • City, County or Special District • Donations, United Way, Fund Raising, Volunteers • Federal funds: AAA • State Funds: 	<ul style="list-style-type: none"> • Fares 	<ul style="list-style-type: none"> • Donations, United Way, Fund Raising, Volunteers • State Funds: Six County Assoc of Gov 	<ul style="list-style-type: none"> • Federal funds: TANF, WIA, Food Stamps • State Funds: GA, Refugee Cash Assistance
	Funding Restriction?	<ul style="list-style-type: none"> • Seniors 	<ul style="list-style-type: none"> • People with Disabilities • Seniors 	<ul style="list-style-type: none"> • People with Disabilities • Other: lack of funds for gas & drivers 	<ul style="list-style-type: none"> • Seniors 	<ul style="list-style-type: none"> • Seniors 		<ul style="list-style-type: none"> • Seniors 	<ul style="list-style-type: none"> • Other • Low Income
Trip Types & Restrictions	Trip Types	<ul style="list-style-type: none"> • Agency Programs • Congregate Meals • Medical • Shopping & Personal Business • Field Trips & Recreation 	<ul style="list-style-type: none"> • Agency Programs • Congregate Meals • Medical • Shopping & Personal Business 	<ul style="list-style-type: none"> • Medical • Shopping & Personal Business • Field Trips & Recreation 	<ul style="list-style-type: none"> • Congregate Meals • Program at Other Agency • Medical • Shopping & Personal Business • Field Trips & Recreation 	<ul style="list-style-type: none"> • Congregate Meals • Medical • Shopping & Personal Business 	<ul style="list-style-type: none"> • Medical • Shopping & Personal Business • Field Trips & Recreation 	<ul style="list-style-type: none"> • Agency Programs • Congregate Meals • Medical • Shopping & Personal Business • Field Trips & Recreation 	
	Trip Restriction?	<ul style="list-style-type: none"> • This Agency's Services • Medical Trips • Nutrition 	<ul style="list-style-type: none"> • This Agency's Services • Medical Trips • Nutrition 	<ul style="list-style-type: none"> • This Agency's Services • Medical Trips • Other: Seniors 	<ul style="list-style-type: none"> • This Agency's Services • Medical Trips • Nutrition 	<ul style="list-style-type: none"> • This Agency's Services • Medical Trips • Nutrition 	<ul style="list-style-type: none"> • This Agency's Services 	<ul style="list-style-type: none"> • This Agency's Services • Medical Trips • Veteran Services • Nutrition • Other: Shopping 	

TABLE 20: SIX COUNTY AOG: GENERAL INFORMATION ABOUT AVAILABLE SERVICES – FROM OUTREACH MEETINGS

Service Name	Service Area	Service Type	Description	Vehicles Available for Transporting Clients	Notes
Snow College	Ephraim only	Service for Snow College students only	Shuttle to/from campus	N/A	
Senior Centers	All Counties: Centers in Delta, Loa, Fillmore, Ephraim, 13 total in region.	Variable schedule Demand Response 5310 Funding	Senior Center vehicles utilize 5310 funding for capital expenses (purchasing vehicles)	Multiple	Many Drivers are volunteers, routine local trips (shopping, to/from senior center) as well as trips to Provo and SLC once a month.
Churches	All counties	N/A	Volunteers drive church vans or personal vehicles to transport those who need assistance.	Multiple	
Informal Volunteer System	All counties	N/A	Family and friends responding to need as necessary	N/A	Overuse of volunteer system puts burden on volunteers
VA	From Nephi along I-15 Corridor to VA Hospital	Agency operated	Shuttle	N/A	
Taxi	Richfield and Sanpete	Private for profit	Demand response	Multiple	An expensive transportation alternative
Ambulance	Region-wide	Emergency transportation	N/A	Multiple	Costly, only for hospital emergencies not for routine healthcare
Mental Health	N/A	Agency operated	N/A	Bus	Limited availability
Turn Community Services	N/A	Private for profit	N/A	N/A	
Meals on Wheels	All counties	Meal delivery to senior or other homebound persons	Operated though nutrition program	Multiple	Volunteer effort, with volunteers often using own vehicles
Nutrition Center	N/A	Agency operated	N/A	N/A	
Horizon Healthcare	N/A	Agency operated	N/A	N/A	
Independent Living	Sanpete County	Agency operated	N/A	N/A	
Central Utah Counseling	N/A	Medicaid recipients only	N/A	N/A	
Home Health	N/A	Agency operated	N/A	N/A	
Community Career Services	N/A	Agency operated	N/A	1 Van	6 passenger van with wheelchair lift

DISTRIBUTION OF SERVICES

The following maps present data of interest to this study. The Utah Automated Geographic Resource Center (AGRC) was utilized to obtain these data resources. Figure 22 displays sites of cultural and recreational significance of which residents in the area may visit periodically. Figure 23 depicts locations of government sites, hospitals, and educational facilities that the regional population may travel to more frequently.

Although sites included in the maps do not provide a comprehensive listing of all possible destinations or important sites and services in the SCAOG area, the information depicts the overall distribution of services in the area. These maps in conjunction with the population distribution map, Figure 24, show destinations in relation to populations centers and distances between.

FIGURE 22: CULTURAL & RECREATIONAL SITES IN THE SIX COUNTY AOG AREA

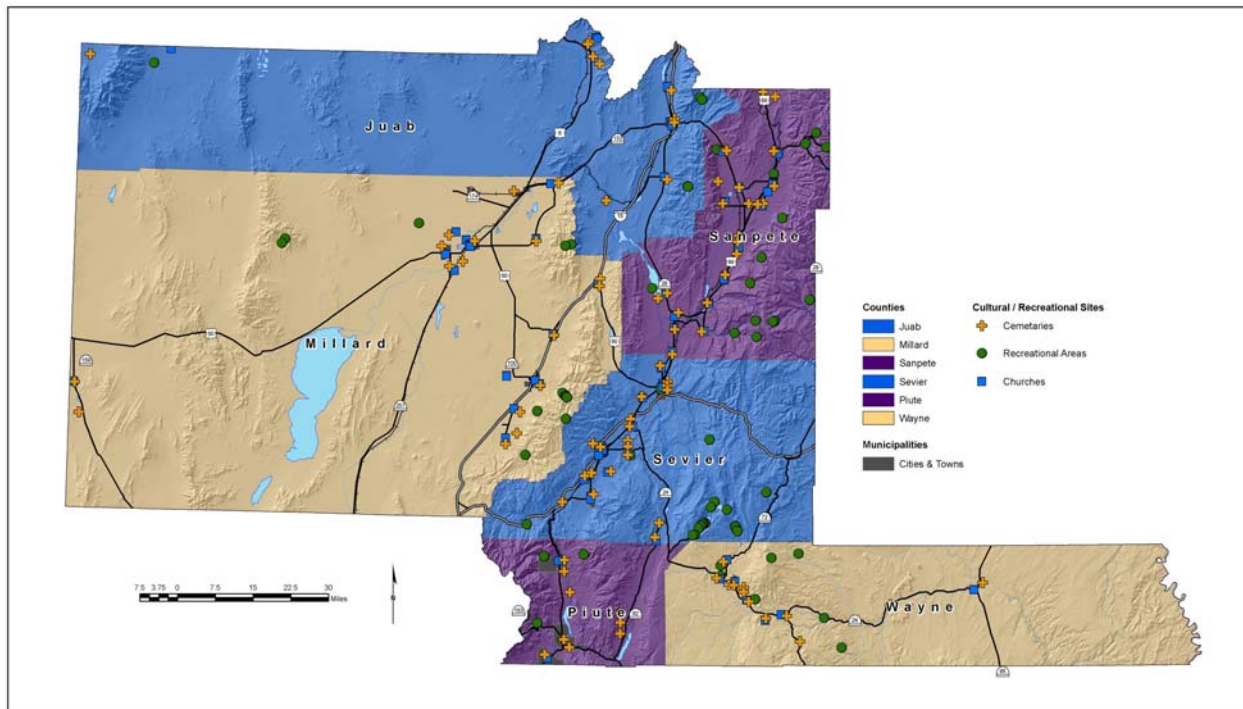
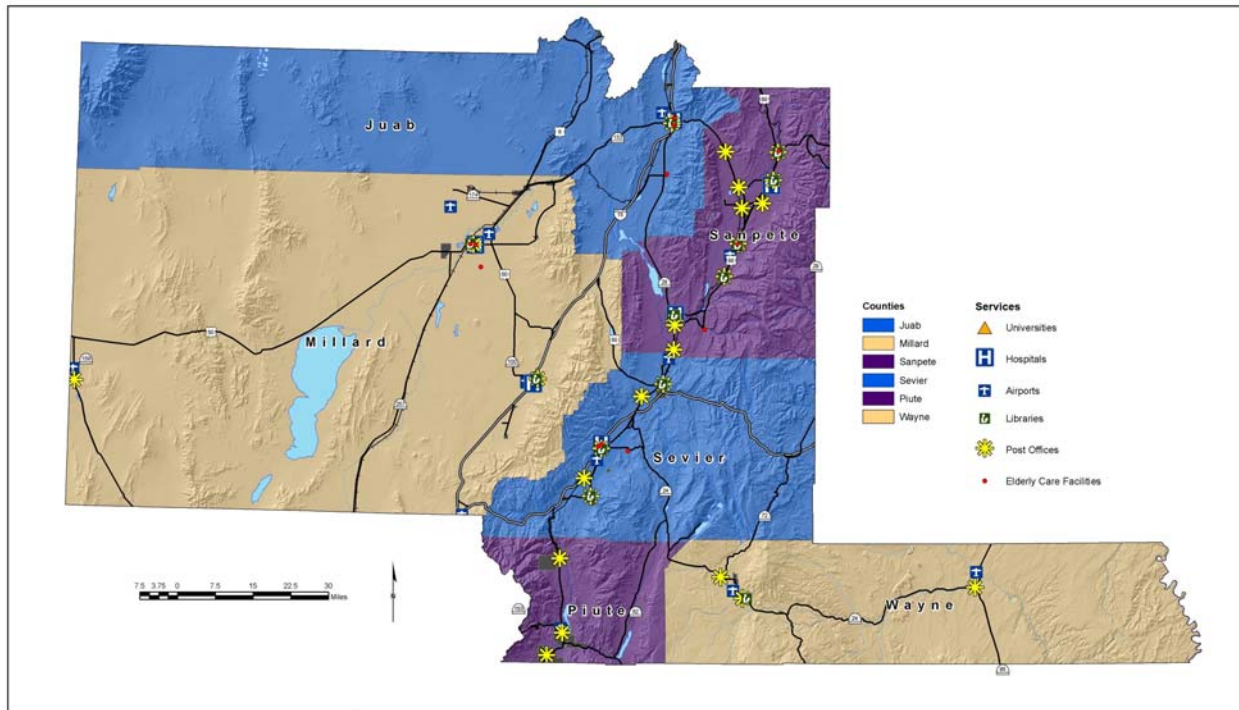


FIGURE 23: SERVICE SITES IN THE SIX COUNTY AOG AREA



DEMOGRAPHICS

Based on an expansion of 2000 Census data using the Governor's Office of Planning and Budget (GOPB) estimates for the year 2006 the third largest (based on population) rural AOG in Utah. Also its geographic and jurisdictional make-up is quite large. There are six counties and 16 towns in the Six County area. SCAOG is home to only 3.1 percent of the state's population, but, in comparison to state figures, SCAOG has a much higher proportion of all targeted area populations: low-income (8.3 percent compared to 6.4 percent), disabled (14.0 percent compared to 12.3 percent), and elderly (11.6 percent compared to 8.5 percent).

Figure 24 illustrates the geographic distribution of the residents within the SCAOG area. The red region in the image shows the large concentration of residents in the communities of Delta, Manti, Mount Pleasant, Ephraim and Richfield. The yellow and light orange regions represent the relatively less populated areas of Fillmore, Monroe and Loa. Remote rural locations in Wayne County, Piute County and Western Millard County are shown in green.

Figure 25 illustrates the overlap between each of the targeted population groups. Table 20 provides additional details about the demographics of the area from the 2000 Census. Table 21 provides more generalized data for years 2006, 2010 and 2020.



TABLE 21: SIX COUNTY ASSOCIATION OF GOVERNMENTS TARGETED POPULATION DEMOGRAPHICS

	Total Population	Over 65 Alone	Over 65 and Low Income	Over 65 and Disabled	Over 65, Low Income, & Disabled	Between 16 - 64 & Disabled	Between 16 - 64 & Low Income	Between 16 - 64, & Low Income, & Disabled	Total Target Population	Target as % of Total
Juab County	8,238	358	41	298	70	698	292	143	1,900	23.1%
Eureka CCD	832	48	9	35	2	112	43	15	264	31.7%
Nephi CCD	7,176	308	28	256	68	568	220	121	1,569	21.9%
West Juab CCD	230	2	4	7	-	18	29	7	67	29.1%
Millard County	12,405	772	59	606	48	871	576	203	3,135	25.3%
Delta CCD	7,761	405	40	325	16	517	320	105	1,728	22.3%
Fillmore CCD	4,439	355	19	254	32	345	246	94	1,345	30.3%
Garrison-Sevier Lake CCD	205	12	-	27	-	9	10	4	62	30.2%
Piute County	1,435	124	5	103	12	103	100	43	490	34.1%
Circleville CCD	927	71	3	71	10	60	65	19	299	32.3%
Marysvale CCD	508	53	2	32	2	43	35	24	191	37.6%
Sanpete County	22,763	1,230	102	973	131	1,604	1,891	332	6,263	27.5%
Ephraim-Manti CCD	8,831	430	39	334	33	529	1,166	174	2,705	30.6%
Gunnison CCD	4,139	204	26	172	18	262	188	64	934	22.6%
Mount Pleasant-Moroni CCD	9,793	596	37	467	80	813	537	94	2,624	26.8%
Sevier County	18,842	1,362	85	788	115	1,541	779	232	4,902	26.0%
Monroe CCD	4,269	308	27	189	33	446	241	89	1,333	31.2%
Richfield CCD	10,011	778	44	378	60	712	348	79	2,399	24.0%
Salina CCD	4,562	276	14	221	22	383	190	64	1,170	25.6%
Wayne County	2,509	179	11	144	18	172	166	34	724	28.9%
Hanksville CCD	344	11	5	20	-	24	27	4	91	26.5%
Loa CCD	2,165	168	6	124	18	148	139	30	633	29.2%
Six County AOG Total	66,192	4,025	303	2,912	394	4,989	3,804	987	17,414	26.3%

Source: U.S. Census 2000

TABLE 22: SIX COUNTY ASSOCIATION OF GOVERNMENTS FUTURE TARGETED POPULATION DEMOGRAPHICS

		Over 65		Low Income		Disabled		Total Population
		Total	% of Total Population	Total	% of Total Population	Total	% of Total Population	
2006	Juab County	814	9%	624	7%	1,382	15%	9,420
	Millard County	1,449	12%	885	7%	1,726	14%	12,390
	Piute County	254	19%	150	11%	245	18%	1,347
	Sanpete County	2,585	11%	2,611	11%	3,231	13%	24,196
	Sevier County	2,550	13%	1,262	6%	2,789	14%	19,640
	Wayne County	394	15%	232	9%	373	15%	2,544
	AOG Total	8,046	12%	5,765	8%	9,747	14%	69,537
2010	Juab County	751	7%	670	7%	1,484	15%	10,112
	Millard County	1,383	10%	1,014	7%	1,978	14%	14,199
	Piute County	259	17%	168	11%	273	18%	1,503
	Sanpete County	2,646	9%	3,011	11%	3,727	13%	27,904
	Sevier County	2,583	12%	1,352	6%	2,988	14%	21,038
	Wayne County	420	15%	252	9%	405	15%	2,764
	AOG Total	8,042	10%	6,467	8%	10,855	14%	77,520
2020	Juab County	877	7%	848	7%	1,878	15%	12,798
	Millard County	1,620	9%	1,313	7%	2,561	14%	18,386
	Piute County	278	16%	200	11%	326	18%	1,790
	Sanpete County	3,343	10%	3,550	11%	4,394	13%	32,902
	Sevier County	2,857	11%	1,597	6%	3,530	14%	24,855
	Wayne County	537	15%	317	9%	509	15%	3,469
	AOG Total	9,512	10%	7,825	8%	13,198	14%	94,200

Sources: U.S. Census 2000; Governor's Office of Planning and Budget 2006, 2010 & 2020 Population Estimates

Notes:

Over 65 = Estimate from GOPB; Low Income = Census data expanded using growth factor from GOPB estimate; Disabled = Census data expanded using growth factor from GOPB estimate

SUMMARY OF TRANSPORTATION NEEDS

This section summarizes the needs identified for the area. See “Chapter 3: Methods” for a description of how these needs were identified.

TRANSPORTATION ASSISTANCE FOR INDIVIDUALS WITH PHYSICAL LIMITATIONS

Need: Regular transportation for individuals with severe developmental disabilities or those who are institutionalized is needed in order for these individuals to be full members of the community. Transportation for the health care workers assisting those who need aid will also be needed.

Discussion: For some people, including those who are homebound, physical limitations are often barriers when accessing transportation. Depending upon the location within the region, there are currently no or limited services to homebound clients. Members of the targeted population who have severe physical limitations and require the services of an aide suggested transportation should also be extended to the aide in order to accompany those with the physical limitations. Transportation service providers are limited to certain groups of the targeted population. Often caregivers are not transported due to insurance reasons or the cost limitations of the client/aide. A daily care center for persons with disabilities does not exist in some areas of the region, making transportation for the disabled population an even greater need.

Persons with disabilities not as limiting require daily transportation to and from employment. Some are able to utilize existing services by altering work schedules, but these persons may be able to work and live independently if affordable transportation services were provided on fixed daily schedules.

INTERCITY TRANSPORTATION TO MAJOR CITIES OUTSIDE OF REGION

Need: Longer distance inter-city transportation to urban areas of the state is needed on a routine and scheduled basis.

Discussion: Routinely, members of the targeted population require access to major cities to attend medical appointments or special events, to visit with family and friends, or to shop for items unavailable nearby. Respondents indicated medical specialists do not have offices in rural areas of Utah so patients must make their own travel arrangements. Farther destinations such as Provo and Salt Lake City are visited routinely; many people visit once a week. Additional transportation to closer locations such as Cedar City, Richfield, and St. George is also needed.

TRANSPORTATION WITHIN REGION

Need: Daily transportation from small rural towns to regional mid-sized towns is a primary need for individuals in the region in order to access essential services.

Discussion: Most small town residents within Six County AOG travel to Richfield for most services, except groceries and gas which residents usually obtain locally. While there are many outlying areas with residents who need access to essential services, Richfield residents also need access to the same services within the town. Providing transportation within the region and town is needed for low-income working parents. Often these families are juggling work, education, and child rearing responsibilities, which makes access to flexible transportation a necessity.

GROWING SENIOR POPULATION

Need: A transportation system responding to the needs of a growing senior population is needed.

Discussion: The senior population within the area is growing, presenting a unique transportation issue over the coming years as the population continues to age in place and as retirees move to the region. Currently, many service providers utilize a network of retired volunteers as drivers to provide transportation for seniors. The volunteers themselves will need transportation services in the near future, thus compounding the transportation need for service expansion, as well as the need for drivers, just to maintain the current system.

In the region, the local senior centers provide the majority of transportation services, but there remains a need for additional senior transportation. In addition to transportation to and from the senior centers for events and meals, many seniors rely upon the senior center transportation for routine trips for shopping and medical assistance. Senior center drivers are un-paid volunteers and are being relied upon heavily. This volunteer system is working, but improving transportation services will require less dependence on volunteer schedules.

FLEXIBILITY IN ELIGIBILITY RESTRICTIONS

Need: Additional flexibility within the system is needed in order to provide all members of the targeted population with transportation.

Discussion: Although there are vehicles available within the region, eligibility restrictions prevent these vehicles from being used by people who do not meet the eligibility criteria. This barrier creates both a gap in service by not serving the needs of the ineligible population, and a redundancy of service by multiple agencies that provide the same or similar type of service.

Transportation service providers indicated they are limited to providing service to eligible clients only; this excludes caregivers or aides for those persons needing assistance. The RCTP Service Provider Survey reiterated this idea when asking service providers to indicate why transportation is a barrier for people who seek their services. The number one reason identified for Six County AOG is existing transportation providers only serve their own clients. The available services table above indicates all known transportation services within the area either have specific eligibility restrictions or are only available to specific groups of the targeted population (e.g. senior center vehicles).

Service providers reported experiencing frustration due to not having the flexibility to provide transportation to the entire community, especially in light of the isolation in rural areas and the

overall need for transportation. Because of the regulatory barriers, the likelihood of increasing ridership is limited. Program barriers regarding the Section 5310 program and Medicaid programs were specifically mentioned.

In addition to federal funding barriers, insurance coverage for participating agencies limits how agencies operate. Insurance policies often require commercial drivers, limiting the use of volunteer drivers. Overall agency insurance is becoming a greater percentage of agency operating budgets, thus limiting operation funds for service expansion. Based on agency feedback, service providers have attempted to coordinate in the past but faced restrictions due to the insurance coverage issue. Also, personal liability issues limit volunteers from using personal vehicles.

VOLUNTEER SYSTEM

Need: Less reliance upon the informal volunteer systems is needed.

Discussion: Currently, basic local transportation needs are being met through a volunteer system which relies on the generosity of family and friends for personal transportation. Reliable transportation services cannot continue to depend upon a volunteer system. The graciousness of volunteers is not to be underestimated. However, they are not a sustainable solution to providing transportation options in rural areas.

Agency funding and liability insurance policies typically do not cover volunteer drivers. While volunteer drivers are the backbone of many agencies, there is always a need for better-trained drivers. If agencies were able to pay current volunteers and to support training efforts, driver reliability and service expansion could occur and meet the most needs.

FUNDING FOR OPERATING EXPENSES AND SERVICE EXPANSION

Need: Additional funding is needed to cover operating expenses.

Discussion: While many service providers indicated they have used federally funded matching programs (e.g. The Elderly Individuals and Individuals with Disabilities Program (5310 Program)) for capital expenses and the purchasing of vehicles, some providers noted they often do not have sufficient funds to cover operating expenses or to expand services (e.g increasing routes or extending operating hours). In addition, agencies indicated rising gas prices continue to take more funds from the operating budget. To make up for anticipated budget shortfalls, transportation services once provided for free now have a fee they must pass on to riders. If this is not the case, then riders are asked to make a donation, many of whom have limited incomes. This practice of requesting donations is not a stable funding mechanism.

SELF-RELIANCE

Need: It is necessary to provide an easily accessible transit system for seniors and disabled persons so they may remain independent.

Discussion: For many, asking for help is akin to losing personal independence. Many residents who need transportation services are too proud to ask for assistance outside of family and friends. However, independence for the elderly and disabled cannot be fully realized if they do not rely on public transportation services. Therefore, additional information and/or education for this population about the role that transportation plays in enabling people to become independent may be needed.

FLUCTUATING RIDERSHIP

Need: Local agencies need to stabilize ridership patterns to be able to provide routine transportation services.

Discussion: While fluctuating ridership was indicated as an obstacle in providing routine transportation services, the infrequency of trips might also contribute to the sporadic use. Recruiting and retaining riders requires a good deal of staff time and operating money. However, without frequent riders, providing additional staff and money is difficult. This inability to provide staff and money leads to infrequent trips, discouraging riders from frequent use. This issue demonstrates the cyclical nature of providing reliable transportation services. When services are infrequent and excluded from a weekly/daily routine, riders do not participate.

Issues reported at outreach meetings that relate to this need include:

- Riders may not have complete information about services and programs available, including Medicaid
- Service providers expressed concern over losing 5310 funding due to lack of ridership.

STRATEGIES TO ADDRESS NEEDS

The needs identified in the previous section show a system that can be improved through relatively minor implementation efforts, such as educating citizens and potential riders about available services and providing scheduled services. However, some service deficiencies or issues that are outside the realm of transportation may not be as easily solved and will require additional long-term strategies to address the complex social, political, and economic issues associated with funding, eligibility requirements, and coordination.

While medical transportation was listed as a high priority for the senior population, most needs are being met through senior center services. The establishment of a fixed route and schedule was also indicated as a high priority. The establishment of this type of service could lead to improvements within the entire system, including increased ridership, and to the utilization of existing services. As is the case with most rural areas, there is a need for inter-city travel because

the targeted population has medical needs and must travel to Provo or Salt Lake City in order to meet those needs. With extremely limited specialist care in the rural areas of Utah, residents must travel long distances to the surrounding urban areas. Planned trips on senior and disability center buses are often not convenient for many because of the travel time and the buses' limited schedule, which does not always coincide with physician availability in urban areas.

STRATEGIES

This section outlines proposed strategies addressing the needs identified above. Note some strategies included in this section are related to strategies identified at the statewide level. See Chapter 3: Methods for a description of how these strategies were identified.

Each strategy includes a discussion of the needs it addresses and identifies specific actions. Each strategy also includes a recommendation. This section concisely states the recommended course of action. The strategy also includes information for each of the three prioritization criteria identified in Chapter 3: Methods.

STRATEGY 1 – EDUCATE SERVICE PROVIDERS

Discussion: Educating agencies to make them aware of the diverse needs and services available has great potential to lead to enhanced coordination between agencies. According to the United We Ride Vehicle Resource Sharing Final Policy Statement, grant-recipients may “share the use of their own vehicles if the cost of providing transportation to the community is also shared.” This is one way agencies may coordinate transportation without losing their funding. Many agencies did not seem to be aware of this opportunity or other coordination strategies at the Transportation Provider Workshop. Valuable information such as this could help agencies better utilize their transportation resources.

Recommendation: Create an education program for both social service and transportation providers, including information about funding programs, regulations, and exceptions.

Prioritization Criteria:

- **Ease of Implementation:** Creating a fact sheet for the various agencies and transportation providers is readily available through resources such as United We Ride in addition to the findings from this document.
- **Needs Addressed:** This strategy directly addresses the need for education and may also address other issues as well. Once agencies have the tools and resources available, they will begin to tackle larger issues and to solve additional and more complex problems. The education component will also assist in the coordination effort. Again, once agencies know the available options, they will be more inclined to share knowledge, information, and potential resources.
- **Position within Critical Path:** This strategy is recommended as the first step in the critical path.

STRATEGY 2 – EDUCATE CURRENT AND POTENTIAL TRANSIT RIDERS

Discussion: Transportation users in the targeted population do not seem to be aware of some transit options available to them. A pamphlet or information sheet posted in public places (grocery store, senior center, etc.) would make transportation information readily available and would inform the targeted population of transportation options of which they were not previously aware, but from which they could benefit. As indicated previously, members of the targeted population and service providers alike expressed a need for education for the public about these services. Improved public information about the types of service available would likely lead to improved utilization of services.

Recommendation: Create a listing of all the transportation services within the AOG and publish the information online through a dedicated website and in an easy-to-access/reproduce printed format. Distribute printed versions freely at grocery stores, libraries, post offices, and other public locations. Public service announcements could also be made on local radio stations in Delta, Manti and Richfield.

Prioritization Criteria:

- **Ease of Implementation:** Creating brochures and handouts is relatively low-cost and easy to implement. Posting transportation service information to relevant websites or displaying notices on community access channels are also easy ways to get the word out to the community.
- **Needs Addressed:** This strategy directly addresses the need for education and may also address other issues as well. For instance, an available transportation list may entice more riders. The increased ridership will help the transportation provider in recovering cost through increased revenue, and the increase in numbers will improve operating efficiency. Those improvements in ridership would contribute to a strong basis for applying for grant funding.
- **Position within Critical Path:** After educating the agencies on ways to improve service, the education of riders should be developed either jointly or immediately following. By bolstering agencies first, those agencies will take that momentum and funnel it into a rider education program, which will lead to additional riders and a sense of accomplishment by agencies, preparing them to tackle larger, more complex issues.

STRATEGY 3 – PROVIDE REIMBURSEMENT FOR FAMILY AND VOLUNTEERS TO TRANSPORT MEMBERS OF THE TARGETED POPULATION AND PROVIDE REIMBURSEMENT OR VOUCHERS FOR MEDICAL AIDES/VOLUNTEERS WHEN PUBLIC TRANSPORTATION IS USED

Discussion: Instead of disbanding the already successful volunteer system in place, reimburse volunteers for their efforts in driving residents to and from desired locations. Volunteers especially need gas or mileage reimbursements for long trips to Provo or Salt Lake. Also needed are vouchers for aides of the targeted population. In order to accommodate those who need

assistance while traveling, provide bus passes or vouchers so aides can accompany those members of the targeted population and can provide those members with the assistance they need.

Recommendation: Establish a funding source for volunteer reimbursement by pooling funds or portioning out a percentage of operating budgets. Work with transportation providers to establish a simple voucher system for aides.

Prioritization Criteria:

- **Ease of Implementation:** In theory, this strategy may appear to be easy to accomplish but in reality is much more difficult. Convincing policy/decision makers to apportion already stretched-thin operating funds will take political know-how and a good education element. Also, it will take considerable lead time to gain support for this strategy and prepare budgets in advance so those budgets may be approved. Once the budget is established, it will also take diligence yearly during budget season to prevent this program from being eliminated due to cost-cutting.
- **Needs Addressed:** Providing reimbursements for those volunteers who drive members of the targeted population to their desired destinations takes away a portion of the financial burden. Many volunteers are more than happy to donate time, but some may not have the financial means to donate money. This strategy rewards and helps to continue the volunteer system currently in place.
- **Position Within Critical Path:** Finding and keeping the funding sources for this effort will take conviction and may need additional time to develop. Therefore, it is listed after education and coordination. Once education and coordination are implemented, cost savings will most likely occur. These cost savings could be utilized to fund these reimbursements.

STRATEGY 4 – ESTABLISH A CENTRALIZED DISPATCH FOR THE EXISTING AGENCIES TO HANDLE INCOMING REQUESTS AND TO COORDINATE SERVICES OF MULTIPLE ENTITIES

Discussion: During the outreach meetings, it was suggested a centralized dispatch unit be created in SCAOG to act as the single receiving agency for incoming requests. This agency would coordinate trips for all local service providers. The dispatch unit would be familiar with eligibility requirements for each of the different services and could match a user with the mode of transportation suitable for them.

Recommendation: Work with service agencies and transportation providers to identify suitable participants for a request line and central dispatch. Designate a toll free telephone number to take requests. Staff the line or establish a voice recording system to record transportation requests; utilizing a voice recording will enable the reservations to be made any time of day. Establish policies and procedures for making reservations, and create brochures for the public on how to use the request service. If a centralized dispatch cannot be accomplished, create a

manned central phone number, which would connect people with the appropriate transportation or human-service provider.

Prioritization Criteria:

- Ease of Implementation: Because it is such a new service, this strategy will take pre-planning and funding. Utilize information from the tool box to identify funding sources, such as Section 5310 or 5311 federal funds, or state or non-profit resources.
- Needs Addressed: Utilizing a single source point for scheduling and reserving transportation will lead to greater cost efficiencies in both capital and operating budgets. It will also utilize and maximize existing services.
- Position Within Critical Path: This strategy will have the most success once the existing system has stabilized, coordination efforts have begun in earnest, and education for riders and service providers has been completed. Support from all agencies will be needed to make this region-wide effort a success.

STRATEGY 5 – EXPAND CURRENT SERVICES AND CREATE NEW INTER-CITY ROUTES

Discussion: A number of service providers explained they have used federally funded matching programs, such as the Elderly Individuals and Individuals with Disabilities Program (Section 5310), in order to procure vehicles for their agency. It was noted once service providers have acquired the vehicles, they encounter challenges, such as coming up with sufficient operating funds due to increased fuel costs and other factors. These challenges make it difficult for them to provide additional services, such as increased routes or extended operating hours. For example, senior centers indicated they have idle vehicles. They stated they did not have complete funding to operate frequently nor did they have the routes or schedules to make full use of the drivers' time or the vehicles. Some senior centers indicated they do not have the ridership to break-even on operating costs for trips. In the absence of reliable operating funds, rising fuel prices often result in higher user costs.

Although sufficient funds are available for capital improvements such as vehicle procurement through the 5310 program, there is a lack of funding for operating expenses. Lack of sufficient operating funds exacerbates gaps in service especially in areas where user fees prohibit use.

Recommendation: Utilize established routes and create routine and fixed schedules for existing services. Create new transit routes throughout the region and provide a networked system of inter-city transportation options. Create a network of demand-response and fixed-route service by following the suggestions below:

- Designate a fixed-route hub along U.S. 89 between Richfield, Salina, and Manti
- Create demand-response service for outlying towns (Delta, Loa, Marysville)
- Strategically locate stops and synchronize schedules along Routes 40 and 191
- Establish routine trips to Nephi, Provo, and Salt Lake City
- Create a shuttle stop along I-15 at Scipio to go to points north (Nephi, Provo, and Salt Lake City)
- Create a car or vanpool program.

Prioritization Criteria:

- **Ease of Implementation:** This will be a major undertaking and will not be easily accomplished. If grants are pursued, availability of funding for the creation of new services will require federal and local matching funds. Funding amounts for capital and operating expenses should be secured and budgeted before implementing new services. A fee structure will need to be determined. This should only occur after a financial assessment has been prepared and is in place.
- **Needs Addressed:** Additional services through fixed route and fixed schedule would go along way to enhance community transportation. Service expansion would address those needs larger in scope, such as creating a stable business economy, providing access to jobs, overcoming dependence, developing transportation options for isolated rural areas, and providing transportation within the region.
- **Position Within Critical Path:** Service expansion should only be undertaken after other education, planning, and coordination efforts have been in place. This strategy is a long term approach to providing services throughout the region and will require extensive staff time and funds to create new services. Only after improvements are made to the existing system and are monitored and deemed as successful will expansion be a worthwhile venture. This will most likely be a final element in improving transportation within the region.

PRIORITIES

A ranking of high medium or low has been given for each of the strategies based on the evaluation of each of the three criteria:

- Ease of Implementation
- Needs Addressed
- Position within Critical Path.

Ease of Implementation: Strategies relatively easy to address received a higher priority than those that require substantial dedication of resources or are difficult to complete because they address complex issues.

Needs Addressed: Strategies addressing multiple needs were prioritized higher than those that address fewer needs.

Position within Critical Path: Strategies received a higher priority if they are positioned early on the critical path. This mean if a strategy must be implemented before other strategies can be implemented, it receives a higher priority.

The prioritization rankings given are fairly subjective and are based on professional judgment applied by the practitioners involved in developing the plan. These priorities are simply recommendations, not requirements. Local areas should interpret these recommendations with an understanding of the context of local conditions.

HIGH

Strategy 1 – Educate service providers

Strategy 2 – Educate current and potential transit riders

MEDIUM

Strategy 3 – Provide reimbursement for family and volunteers to transport members of the targeted population and provide reimbursement or vouchers for medical aides/volunteers when public transportation is used

Strategy 4 – Establish a centralized dispatch for the existing agencies to handle incoming requests and to coordinate services of multiple entities

LOW

Strategy 5 – Expand current services and create new inter-city routes

SUB-CHAPTER 4.6: SOUTHEASTERN UTAH ASSOCIATION OF LOCAL GOVERNMENTS

AREA OVERVIEW:

This section includes a description of the local area, including information about local jurisdictions, an inventory of available transportation services, information about area demographics, and other relevant information. See Chapter 3: Methods for a description of how this information was developed.

JURISDICTIONS:

SOUTHEASTERN UTAH ASSOCIATION OF LOCAL GOVERNMENTS:

Southeastern Utah Association of Local Governments (SEUALG) was created when a public need for such an organization was realized in 1970. SEUALG serves four counties in southeastern Utah: Carbon, Emery, Grand, and San Juan, as indicated in the figure below.

The purpose of SEUALG is to facilitate the study and discussion of regional issues as well as to coordinate and implement planning and development activities in the region.

SEUALG is headquartered in Price City and provides the following services and programs for all four counties:

- Economic and Community Development
- Community Planning
- Area Agency on Aging
- Human Service.

NAVAJO NATION

With a population of more over 250,000, The Navajo Nation is the largest Indian tribe in North America. Navajo Nation lands cover more than 27,000 square miles, branching into Utah, Arizona and New Mexico. As of 1994, the population within chapters extending into Utah was 6,650. The Dineh (or "The People") stay close to their cultural roots, holding on to social and traditional values, but they place a strong emphasis on adapting to modern trends.

The Navajo Nation encompasses a Department of Transportation called Navajo Department of Transportation (NDOT). The Navajo Transit System (NTS) also services the Navajo Nation; however, NTS only services chapters in Arizona and New Mexico. Utah transit programs currently receive federal transit funding, distributed from the State of Utah. Unfortunately, according to the testimony of the Navajo Nation, tribal transit programs must compete with State transit programs and tribal transit programs are low priority to the states—including Utah. For this reason, the tribes are currently utilizing Indian Reservation Road Program funds for Tribal Transit.

Services available to the Navajo Nation:

- Navajo Transit System (NTS)
 - 14 buses and three vans in operation
 - No service in Utah

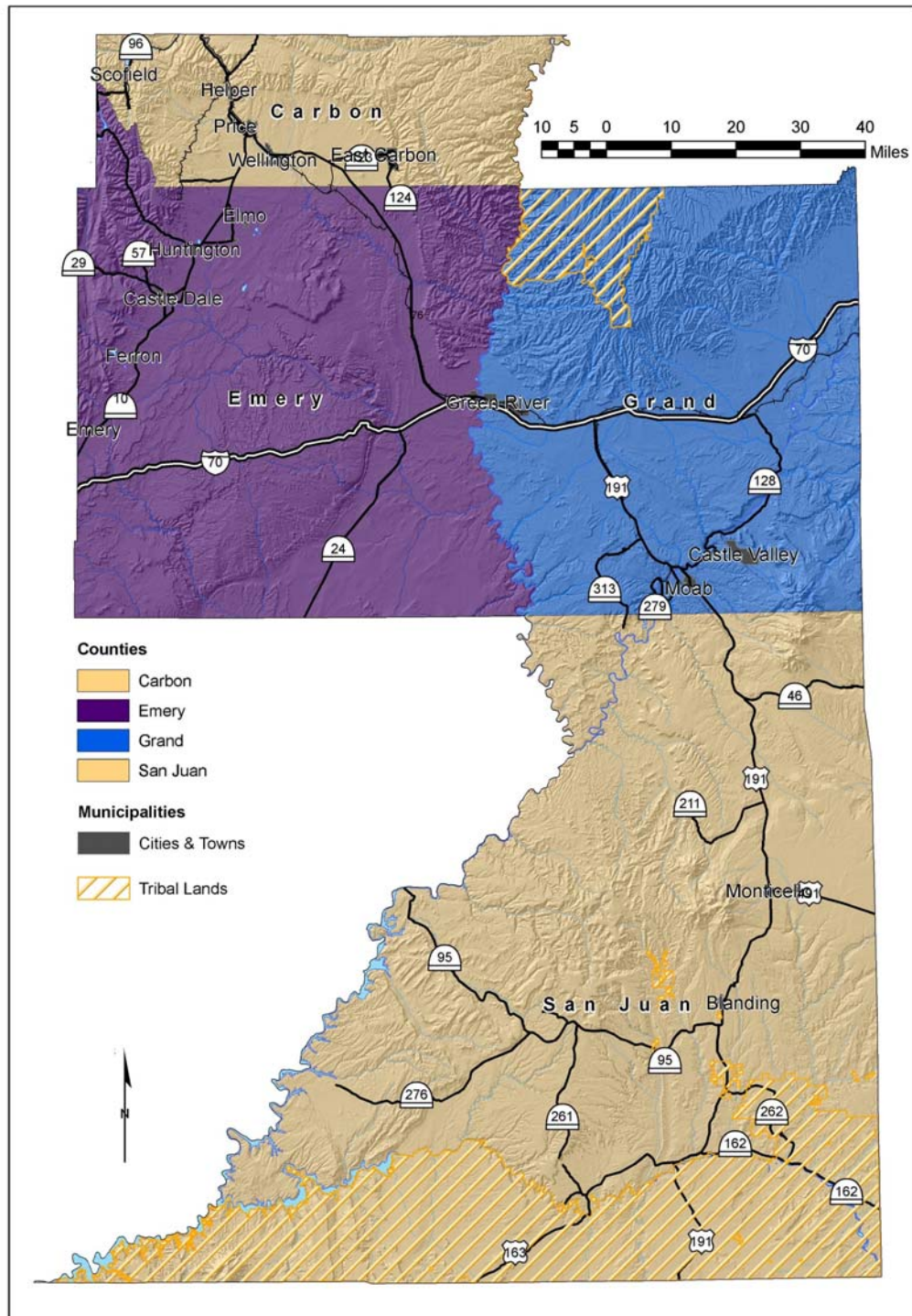
WHITE MESA UTE MOUNTAIN UTE TRIBE

The White Mesa Ute Reservation is part of the Ute Mountain Ute Tribe, headquartered in Towaoc, Colorado. This reservation is located approximately 13 miles south of Blanding and it housed an estimated population of 375 as of 2000. According to a representative for the Ute Mountain Ute Tribe, transportation funding intended to be shared by Blanding and White Mesa or Towaoc and White Mesa is used by Blanding and Towaoc before it gets to White Mesa. The representative also noted transportation from far outlying areas to medical appointments or for medical emergencies is lacking and needs further funding.

Services available to the White Mesa Ute Mountain Ute Tribe:

- Public transit from White Mesa into town (Blanding)
 - One minivan
 - Flex-route
 - Service available to anyone in White Mesa
- Senior Center van
 - One van
 - For shopping, recreation, social, etc. transportation
 - Available to senior citizens in White Mesa
- Community Health Representative (CHR) medical transportation
 - Available to any tribal person
 - Occasionally makes medical trips to Towaoc
- Informal volunteer service
 - Offered by friends and family in the community

FIGURE 26: SOUTHEASTERN ASSOCIATION OF LOCAL GOVERNMENTS OVERVIEW MAP



LOCAL AREA CONDITIONS & AVAILABLE TRANSPORTATION SERVICES

According to the information provided by local service providers and transportation users in the targeted population, the Bighorn Express is the only public shuttle in SEUALG. This shuttle starts in Blanding and makes stops at the airports in surrounding cities. There is a taxi service in Moab, but it is too expensive to be utilized by much of the targeted population. Most of the transportation services available to the targeted population in SUEALG are provided by the local senior centers and Active Re-entry centers. Other transit options include informal volunteer systems and Care-A-Van.

Details for each of the transportation providers are indicated in the following tables. The first table displays information from the RCTP Service Provider Survey (survey is provided in Appendix B), while the second table provides an inventory of information collected during the outreach meetings. Combined, the two tables outline the variety of transportation services available to the SEUALG area residents.

DISTRIBUTION OF SERVICES

The following maps present data of interest to this study. The Utah Automated Geographic Resource Center (AGRC) was utilized to obtain these data resources. Figure 27 displays sites of cultural and recreational significance of which residents in the area may visit periodically. Figure 28 depicts locations of government sites, hospitals, and educational facilities that the regional population may travel to more frequently.

Although sites included in the maps do not provide a comprehensive listing of all possible destinations or important sites and services in the SEUALG area, the information depicts the overall distribution of services in the area. These maps in conjunction with the population distribution map, Figure 29, show destinations in relation to populations centers and distances between.

TABLE 23: SEUALG: DETAILED INFORMATION ABOUT AVAILABLE SERVICES – FROM SURVEY RESPONSES

Agency Information	Agency Name	Active Re-Entry	Dept. of Workforce Services	Dept. of Workforce Services (DWS)	Emery co. Care & Rehab	Four Corners Behavior Health	Four Corners Behavioral Health Psychosocial Prg	Grand County Senior Center	Monticello Senior Center	San Juan County Sheriff's Office-Victim Advocacy	Southeastern Utah Area Agency on Aging	Southeastern Utah District Health Dept. Care-A-Van
	Service Area	<ul style="list-style-type: none"> • Uintah County • Daggett County • Duchesne County • Carbon County • Emery County • Grand & San Juan Counties 	<ul style="list-style-type: none"> • Grand County • Moab • Castle Valley • Thompson • Parts of San Juan County • La Sal 	<ul style="list-style-type: none"> • Emery County 	<ul style="list-style-type: none"> • Emery County • Carbon County 	<ul style="list-style-type: none"> • Moab • Grand County 	<ul style="list-style-type: none"> • Carbon County • Emery County • Grand County 	<ul style="list-style-type: none"> • County and City 	<ul style="list-style-type: none"> • Monticello City 	<ul style="list-style-type: none"> • San Juan County • 4 Corners Area 	<ul style="list-style-type: none"> • Carbon County • Emery County • Grand County 	<ul style="list-style-type: none"> • Carbon County • Emery County • Grand County
	Service Type	<ul style="list-style-type: none"> • Demand-Response 	<ul style="list-style-type: none"> • Other 	<ul style="list-style-type: none"> • Other 		<ul style="list-style-type: none"> • Demand-Response • Route or Point Deviation 	<ul style="list-style-type: none"> • Fixed Route 	<ul style="list-style-type: none"> • Demand-Response 	<ul style="list-style-type: none"> • Demand-Response • Route or Point Deviation 	<ul style="list-style-type: none"> • Demand-Response 	<ul style="list-style-type: none"> • Demand-Response • Route or Point Deviation 	<ul style="list-style-type: none"> • Demand-Response
	Scheduling Type	3: No Scheduled Services Are offered		3: No Scheduled Services Are offered	3: No Scheduled Services Are offered	1: Phone call to one location for multiple destinations	1: Phone call to one location for multiple destinations	1: Phone call to one location for multiple destinations	1: Phone call to one location for multiple destinations	3: No Scheduled Services Are offered	1: Phone call to one location for multiple destinations	1: Phone call to one location for multiple destinations
Eligibility Requirements	Age Requirements					18 and older	18 and over		Over 60	>18 yrs		
	Disability Requirements	Must have a disability	Medicaid	Determines Programs		Mental Illness-Current Client	Mental Illness		Clients have to have disabilities and live with parents or someone over 60			
	Income Requirements		All Programs	Determines Programs			Medicaid					
	Other Requirements									Must be an abuse or crime victim		

Utah's Coordinated Human-Service Public Transportation Plan

	Agency Name	Active Re-Entry	Dept. of Workforce Services	Dept. of Workforce Services (DWS)	Emery co. Care & Rehab	Four Corners Behavior Health	Four Corners Behavioral Health Psychosocial Prg	Grand County Senior Center	Monticello Senior Center	San Juan County Sheriff's Office-Victim Advocacy	Southeastern Utah Area Agency on Aging	Southeastern Utah District Health Dept. Care-A-Van
Operations & Maintenance	Vehicle Ownership			• Own Vehicles		• Own Vehicles	• Own Vehicles • Lease Vehicles	• Own Vehicles	• Own Vehicles	• Own Vehicles	• Own Vehicles	• Own Vehicles
	Maintenance	• Contracted			• Contracted	• In-House		• In-House	• In-House	• In-House	• In-House • Contracted	• Contracted
	Drivers & Attendants	• 3 Part Time Drivers • 1 Volunteers			• 1 Full Time Drivers • 1 Part Time Drivers	• 5 Part Time Drivers	• 9 Full Time Drivers	• 1 Part Time Drivers	• 1 Full Time Drivers • 2 Part Time Drivers	• 1 Full Time Drivers	• 20 Part Time Drivers • 15 Attendants	• 2 Part Time Drivers • 4 Volunteers
	Dispatch & Other Employees					• 1 Dispatch & Other					• 3 Dispatch & Other	
# Vehicles (# Accessible Vehicles)	4-9 Passenger	2		2	2 (2)	1	5	2 (1)	1	1	3	1 (1)
	10 - 15 Passenger	5 (4)				1	2	1	2		14 (7)	
	16 - 24 Passenger											
	25+ Passenger											
Vehicle Utilization by Period	4-9 Passenger	Weekday: 50% Saturday: -- Sunday: --	Weekday: - Saturday: -- Sunday: --	Weekday: 45% Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: 60% Saturday: 5% Sunday: 5%	Weekday: 90% Saturday: -- Sunday: 25%	Weekday: - Saturday: -- Sunday: --	Weekday: 50% Saturday: -- Sunday: --	Weekday: 3% Saturday: 3% Sunday: 3%	Weekday: 20% Saturday: -- Sunday: --	Weekday: 75% Saturday: -- Sunday: --
	10 - 15 Passenger	Weekday: 10% Saturday: -- Sunday: --	Weekday: - Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: 75% Saturday: 50% Sunday: --	Weekday: 50% Saturday: -- Sunday: --	Weekday: 75% Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: 60% Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --
	16 - 24 Passenger	Weekday: - Saturday: -- Sunday: --	Weekday: - Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: - Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --
	25+ Passenger	Weekday: - Saturday: -- Sunday: --	Weekday: - Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: - Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --

Utah's Coordinated Human-Service Public Transportation Plan

	Agency Name	Active Re-Entry	Dept. of Workforce Services	Dept. of Workforce Services (DWS)	Emery co. Care & Rehab	Four Corners Behavior Health	Four Corners Behavioral Health Psychosocial Prg	Grand County Senior Center	Monticello Senior Center	San Juan County Sheriff's Office-Victim Advocacy	Southeastern Utah Area Agency on Aging	Southeastern Utah District Health Dept. Care-A-Van
Operations Data	Total Hours	6,000	-	22,800	-	7,500	-	6,000	5-6,000	14,500	140,000	49,659
	Total Miles	144	0	9	0	4,212	0	25	416	10	390	130
	Total Passengers	1,200	0	Various	0	1,825	0	400	400+	1,820	3,500	1,981
Operating Periods	Weekday Service Period	--	--	--	--	6:00 AM - 6:00 PM	6:00 AM - 6:00 PM	9:00 AM - 3:00 PM	6:00 AM - 9:00 PM	--	9:00 AM - 9:00 PM	9:00 AM - 6:00 PM
	Saturday Service Period	--	--	--	--	9:00 AM - 6:00 PM	9:00 AM - 3:00 PM	--	--	--	--	--
	Sunday Service Period	--	--	--	--	9:00 AM - 6:00 PM	6:00 AM - 12:00 PM	--	--	--	--	--
Funding Source & Restrictions	Funding Source	<ul style="list-style-type: none"> Federal funds: Dept of Education State Funds: USOR 	<ul style="list-style-type: none"> Federal funds: TANF, WIA, Food Stamps State Funds: GA, Refugee Cash Assistance 	<ul style="list-style-type: none"> Federal funds: TANF, WIA, Food Stamps State Funds: GA, Refugee Cash Assistance 		<ul style="list-style-type: none"> Federal funds: Medicaid State Funds: DSMAH 	<ul style="list-style-type: none"> State Funds: UDOT - Vans, State Cars 	<ul style="list-style-type: none"> City, County or Special District State Funds: 5310 	<ul style="list-style-type: none"> Federal funds: 3B 	<ul style="list-style-type: none"> City, County or Special District Federal funds: VAWA 75% 	<ul style="list-style-type: none"> Donations, United Way, Fund Raising, Volunteers Federal funds: Federal Transportation State Funds: State Transportation/Local County \$ 	<ul style="list-style-type: none"> Fares Donations, United Way, Fund Raising, Volunteers Federal funds: Health Care Finance
	Funding Restriction?	<ul style="list-style-type: none"> People with Disabilities 	<ul style="list-style-type: none"> Other: * Low Income 	<ul style="list-style-type: none"> Other Low Income 		<ul style="list-style-type: none"> Other: DSMAH 	<ul style="list-style-type: none"> People with Disabilities 	<ul style="list-style-type: none"> People with Disabilities Veterans Seniors 	<ul style="list-style-type: none"> Seniors 	<ul style="list-style-type: none"> Other: Victims of crime 	<ul style="list-style-type: none"> People with Disabilities Seniors 	

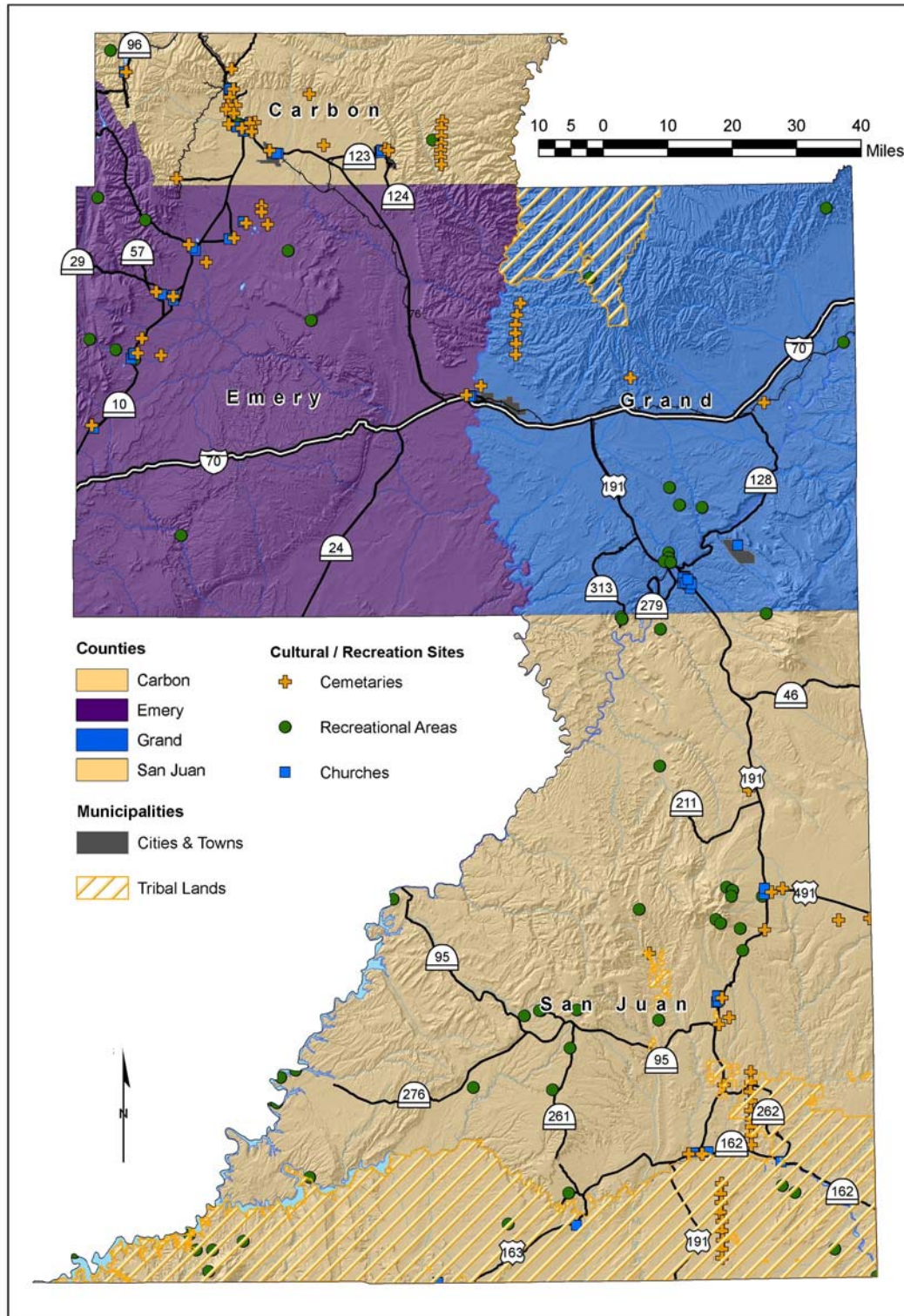
Utah's Coordinated Human-Service Public Transportation Plan

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Trip Types & Restrictions	Trip Types	<ul style="list-style-type: none">• Agency Programs• Field Trips & Recreation			<ul style="list-style-type: none">• Medical	<ul style="list-style-type: none">• Agency Programs• Program at Other Agency• Medical• Employment• Shopping & Personal Business• Field Trips & Recreation	<ul style="list-style-type: none">• Agency Programs• Congregate Meals• Program at Other Agency• Medical• Employment• Education• Shopping & Personal Business	<ul style="list-style-type: none">• Agency Programs• Congregate Meals• Medical• Shopping & Personal Business• Field Trips & Recreation	<ul style="list-style-type: none">• Agency Programs• Congregate Meals• Medical• Shopping & Personal Business• Field Trips & Recreation	<ul style="list-style-type: none">• Program at Other Agency• Education• Other: Trips to safehouses or emergency rooms	<ul style="list-style-type: none">• Agency Programs• Congregate Meals• Program at Other Agency• Medical• Education• Shopping & Personal Business• Field Trips & Recreation	<ul style="list-style-type: none">• Medical
	Trip Restriction?				<ul style="list-style-type: none">• This Agency's Services	<ul style="list-style-type: none">• This Agency's Services• Medical Trips•Emergencies• Job Training	<ul style="list-style-type: none">• This Agency's Services• Medical Trips•Emergencies• Job Training• School	<ul style="list-style-type: none">• This Agency's Services• Medical Trips• Veteran Services• Nutrition• Other: Field Trips	<ul style="list-style-type: none">• This Agency's Services• Medical Trips•Emergencies• Nutrition	<ul style="list-style-type: none">• Medical Trips• Emergencies• Other: Safehouse	<ul style="list-style-type: none">• This Agency's Services• Medical Trips• Veteran Services• Emergencies• Nutrition	<ul style="list-style-type: none">• This Agency's Services• Medical Trips

TABLE 24: SEUALG: GENERAL INFORMATION ABOUT AVAILABLE SERVICES – FROM OUTREACH MEETINGS

Service Name	Service Area	Service Type	Description	Vehicles Available for Transporting Clients	Notes
Senior Centers	All Counties; Centers in: Bluff, Blanding, Carbon, Huntington, Green River	Variable Schedule, Demand Response	Senior center vehicles for fixed scheduled shopping, recreation, social, etc.	Multiple	Some vehicles are wheelchair accessible.
Emergency Victim Transit	N/A	Demand Response	Operated through a contact for victims fleeing to a safehouse	1 Personal Vehicle	Only available when emergency contact is in town
Big Horn Express	Monticello, Moab, Green River Price, and Salt Lake City	Agency Operated Service	This is a shuttle to and from airports in each city listed in the service area.	Multiple	
Perky Travel	To/from Price and Provo	Agency Operated Service	Medical trips for disabled to/from Provo	N/A	
Care-A-Van	Carbon County	Local, non-emergency medical transportation	Volunteers drive this service—available only to senior citizens—to and from local medical appointments.	1 Van	
Department of Workforce Services (DWS) Bicycle Assistance Program	Moab	Agency Operated Service	DWS helps purchase bicycles as a means of individual transportation.	N/A	
Ride Board	Moab	N/A	This board advertises carpooling opportunities in Moab	N/A	
White Mesa Ute Mountain Ute Tribal Public Transit	White Mesa/Blanding	Flex Route	Those who wish to utilize this service may call in or go into the White Mesa Ute Mountain Ute office and wait. The mini-van goes into town (Blanding).	1 Mini-Van	
Informal Volunteer System	All Counties	Family and friends transporting individuals as necessary		Private Vehicles	
Community Health Representative (CHR)	White Mesa/Towaok	Demand Response	Medical trips for any tribal person	1 Vehicle	Occasional trips to Towaok
Pick-Me-Up	Blanding	Agency Operated Service Demand Response	Medicaid Service	N/A	

FIGURE 27: CULTURAL & RECREATIONAL SITES IN THE SOUTHEASTERN UTAH AOG AREA



DEMOGRAPHICS

Based on an expansion of 2000 Census data using the GOPB estimates for the year 2006 SEUALG is the second smallest rural AOG in Utah in terms of population. In terms of physical size, however SEUALG is the second largest SEUALG (17,432 square miles). There are four counties and 19 towns in the Four County area. SEUALG is home to only 2.4 percent of the state's population, but, in comparison to state figures, SEUALG has a much higher proportion of all targeted area populations: low-income (11.1 percent compared to 6.4 percent), disabled (17.5 percent compared to 12.3 percent), and elderly (11.9 percent compared to 8.5 percent).

Figure 29 illustrates the geographic distribution of the residents within the SEUALG area. The red region in the image shows the large concentration of residents in Price City. The orange regions represent the relatively less populated areas of Moab and the towns of Western Emery County. San Juan County is shown in light orange, indicating the area is populated. Most of the region's population lives in the cities of Monticello, Blanding and on the Navajo Reservation. Sparsely populated locations in eastern Carbon County and Emery County, and northwestern Grand County are shown in green.

Figure 30 illustrates the overlap among each of the targeted population groups. As identified previously, the disabled portion is the largest of the three main groups. Furthermore, there is more overlap between the groups than in any other rural AOG.

Table 24 provides additional details about the demographics of the area from the 2000 Census. Table 25 provides more generalized data for years 2006, 2010 and 2020.

FIGURE 29: GEOGRAPHIC DISTRIBUTION OF MEMBERS OF THE TARGETED POPULATION IN THE SEUALG AREA

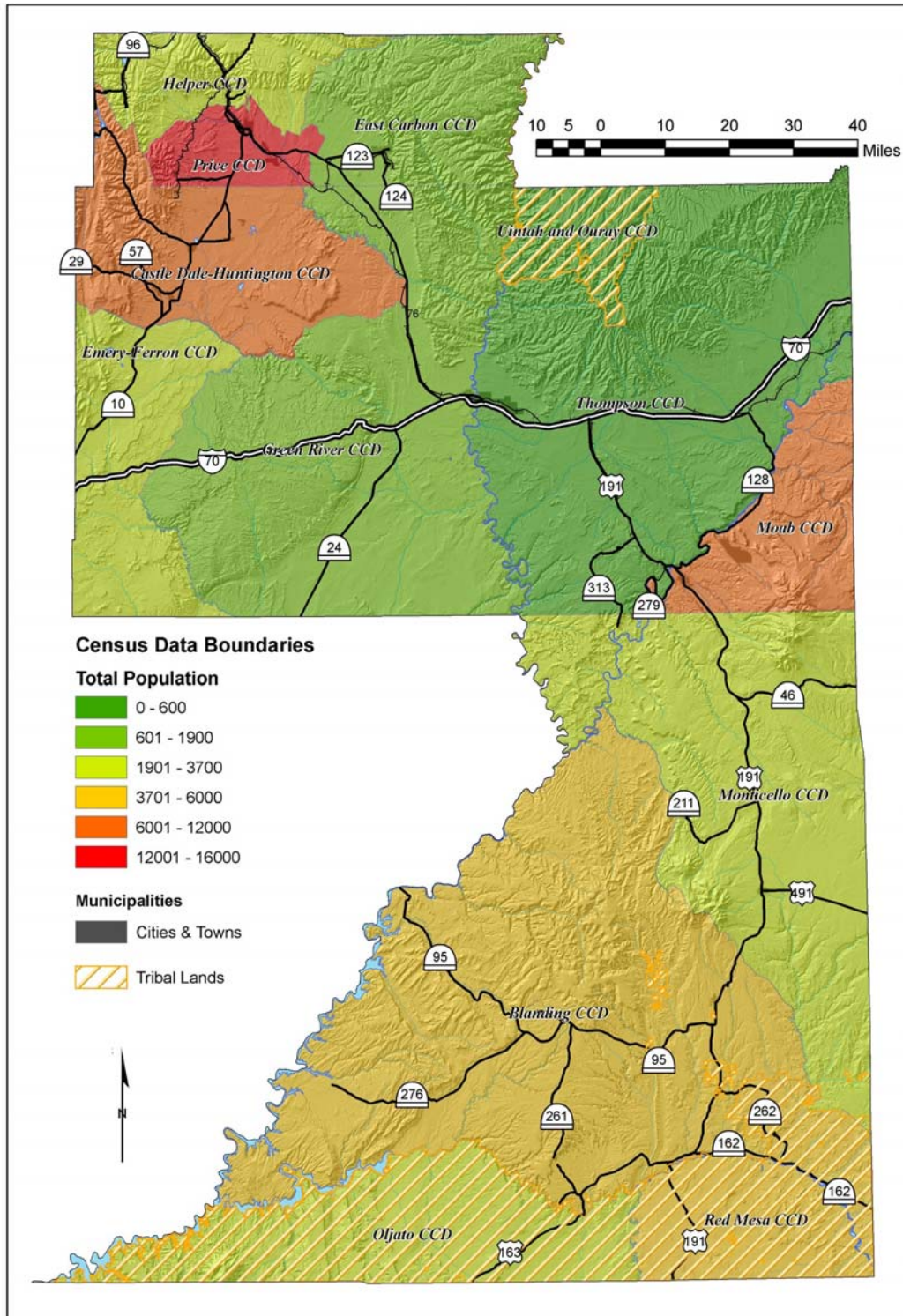
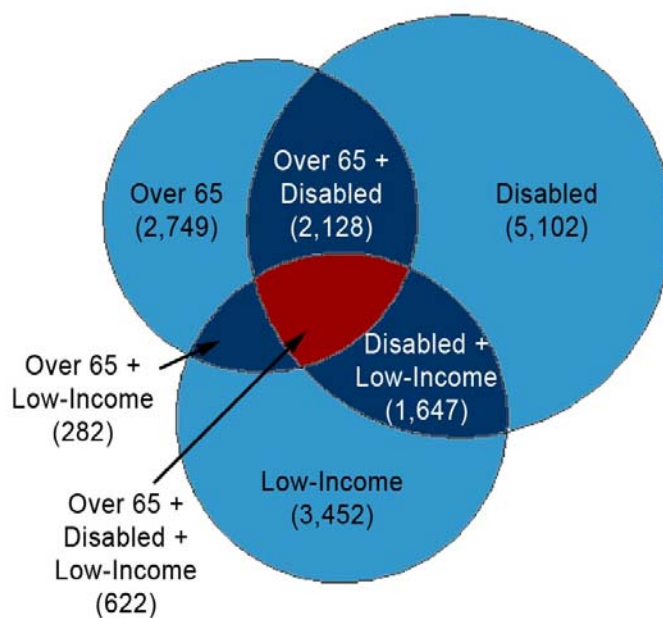


FIGURE 30: OVERLAP BETWEEN THE THREE TARGETED POPULATION GROUPS IN THE SOUTHEASTERN UTAH ALG AREA



Source: U.S. Census 2000

TABLE 25: SOUTHEASTERN UTAH ASSOCIATION OF LOCAL GOVERNMENTS TARGETED POPULATION DEMOGRAPHICS

	Total Population	Over 65	Over 65 and Low Income	Over 65 and Disabled	Over 65, Low Income, & Disabled	Between 16 - 64 & Disabled	Between 16 - 64 & Low Income	Between 16 - 64, & Low Income, & Disabled	Total Target Population	Target as % of Total
Carbon County	20,422	1,206	114	1,047	225	2,234	1,099	454	6,379	31.2%
East Carbon CCD	1,804	124	8	188	26	233	113	76	768	42.6%
Helper CCD	3,319	215	33	280	58	589	154	83	1,412	42.5%
Price CCD	15,299	867	73	579	141	1,412	832	295	4,199	27.4%
Emery County	10,860	545	37	401	46	903	441	207	2,580	23.8%
Castle Dale-Huntington CCD	7,503	346	21	250	29	647	260	142	1,695	22.6%
Emery-Ferron CCD	2,371	128	12	111	11	169	121	58	610	25.7%
Green River CCD	986	71	4	40	6	87	60	7	275	27.9%
Grand County	8,485	576	41	372	46	848	513	188	2,584	30.5%
Moab CCD	8,179	539	36	357	46	816	468	187	2,449	29.9%
Thompson CCD	306	37	5	15	-	32	45	1	135	44.1%
Uintah and Ouray CCD	-	-	-	-	-	-	-	-	-	-
San Juan County	14,413	422	90	308	305	1,117	1,399	798	4,439	30.8%
Blanding CCD	4,770	159	36	134	11	245	378	117	1,080	22.6%
Monticello CCD	3,169	247	11	87	15	186	123	51	720	22.7%
Oljato CCD	2,448	16	-	29	73	274	307	198	897	36.6%
Red Mesa CCD	4,026	-	43	58	206	412	591	432	1,742	43.3%
SEUALG Total	54,180	2,749	282	2,128	622	5,102	3,452	1,647	15,982	29.5%

Source: U.S. Census 2000

TABLE 26: SOUTHEASTERN UTAH ASSOCIATION OF LOCAL GOVERNMENTS FUTURE TARGETED POPULATION DEMOGRAPHICS

		Over 65		Low Income		Disabled		Total Population
		Total	% of Total Population	Total	% of Total Population	Total	% of Total Population	
2006	Carbon County	2,518	13%	1,804	9%	3,775	19%	19,469
	Emery County	1,225	11%	720	7%	1,534	14%	10,698
	Grand County	1,184	13%	836	9%	1,542	17%	8,999
	San Juan County	1,445	10%	2,565	18%	2,502	18%	14,265
	AOG Total	6,372	12%	5,925	11%	9,353	18%	53,431
2010	Carbon County	2,425	13%	1,762	9%	3,689	19%	19,023
	Emery County	1,297	13%	696	7%	1,483	14%	10,346
	Grand County	1,323	15%	839	9%	1,549	17%	9,039
	San Juan County	1,712	12%	2,604	18%	2,540	18%	14,481
	AOG Total	6,757	13%	5,902	11%	9,261	18%	52,889
2020	Carbon County	2,991	14%	1,944	9%	4,069	19%	20,982
	Emery County	1,872	16%	765	7%	1,629	14%	11,359
	Grand County	2,086	21%	906	9%	1,671	17%	9,751
	San Juan County	2,588	17%	2,773	18%	2,704	18%	15,419
	AOG Total	9,537	17%	6,387	11%	10,073	18%	57,511

Sources: U.S. Census 2000; Governor's Office of Planning and Budget 2006, 2010 & 2020 Population Estimates

Notes:

Over 65 = Estimate from GOPB; Low Income = Census data expanded using growth factor from GOPB estimate; Disabled = Census data expanded using growth factor from GOPB estimate

SUMMARY OF TRANSPORTATION NEEDS:

This section summarizes the needs identified for the area. See Chapter 3: Methods for a description of how these needs were identified.

MEDICAL TRANSPORTATION

Need: There is need for an emergency transportation service from the hospital and also for expanded schedules for vehicles transporting passengers to and from medical appointments.

Discussion: Members of the targeted population mentioned medical transportation as one of their most urgent needs. This includes not only transportation for medical appointments, but also for medical emergencies. It was noted an ambulance—although expensive and unable to reach some outlying areas—is available for transportation to a hospital for medical emergencies. However, there is no transportation back home once released from the hospital. Some services are available for transportation to medical appointments, but travel times are limited. Also, the doctors experience high demand during those times and it is difficult for many individuals to schedule an appointment.

FLEXIBLE NON-MEDICAL TRANSPORTATION

Need: The targeted population is in need of both flexible routes and flexible schedules so they may travel for recreation as well as for necessity.

Discussion: Individuals from each targeted population noted it is difficult to find transportation options to use to get to the grocery store, religious services, and social and recreational activities. Some individuals rely on friends and family for transportation for these activities, but often times no one is available to drive individuals in the targeted population around town. Fixed transportation schedules are not viable for many individuals, such as those who have off-peak work schedules, and fixed routes are not usable by those who need to get to a pharmacy or grocery store off the scheduled route.

AFFORDABLE TRANSPORTATION OPTIONS

Need: Affordable transportation is a necessity on high traffic roads and during times of extreme weather.

Discussion: The low-income population reported much of the targeted population—including those not classified as low-income—cannot afford the transportation options available to them. In some areas, the targeted population is able to walk or use a bike, wheelchair, or scooter. However, increasing traffic, inclement weather, and other negative impacts hinder these individuals from transporting themselves to their desired destinations. In such situations, it is often necessary for even the most self-sufficient individuals to utilize other means of transportation, but they cannot afford the current options, if any, available to them.

While some centers for the elderly, low-income, and disabled offer transportation, the routes and schedules are often very limited and are not offered to the entire targeted population. Because of this, some people need another means of transportation. In some cases, public transportation is aimed toward tourists more than toward residents. For example, Moab now has a taxi, but residents say it is overpriced and meant for tourists, not for people who need to travel around town for daily necessities. In addition to daily travel, emergency travel also comes at a cost. Medicare covers emergency medical transportation, but they do not assist with costs for non-emergency medical transportation.

USER FRIENDLY SERVICES

Need: More special needs vehicles are needed in SEUALG. The vehicles need to be wheelchair accessible. They also need to be easy for the targeted population to enter and exit. The vehicles should also be large enough to accommodate an individual in a scooter if possible.

Discussion: Some transportation options are available to the targeted population; however, the transportation offered often does not fit the needs of those who qualify to use it. The vehicles available for seniors and disabled individuals are hard to enter and exit, and many of them are not wheelchair accessible. Also, many disabled individuals use scooters to get around throughout the day, but the scooters do not fit on the buses or vans. Even if a vehicle is available, it cannot accommodate a person who cannot get in and out of the vehicle.

TRANSPORTATION SERVICES WITHIN REMOTE RURAL AREAS

Need: Transportation needs for outlying areas include transportation for medical emergencies and appointments. The needs also include transportation to flee abusive situations, and to obtain food, medicine, and other necessities.

Discussion: Those living in outlying areas have very limited transportation options. Several individuals spoke up about transportation to remote rural areas being the difference between life and death. They noted transportation is currently not available to these outlying areas because it is not cost effective to service residences spread so far apart.

PROTECTION FROM INCLEMENT WEATHER

Need: Although some of the targeted population is able to get where they need to go on their own, they need a transportation service available to them in the event of inclement weather. The vehicles must be wheelchair and scooter accessible in order to accommodate all those who would need to utilize the service.

Discussion: Many individuals in the targeted population rely on walking or using their own vehicles, wheelchairs, scooters, or bicycles. However, these are not viable options in extreme weather. The weather in SEUALG ranges from freezing temperatures (17 degrees Fahrenheit) to sweltering heat (98 degrees Fahrenheit.) It is not safe, or even possible in some cases, for individuals to transport themselves in this weather.

Many times these individuals must carry bags of groceries and other such things as they walk or operate their transportation equipment. This is difficult to do, but extreme weather adds to the difficulty. In extreme weather, many of those who are able to utilize public transportation are not able to walk to a bus stop and wait outside for a vehicle to arrive. While some individuals are able to find family or friends who will transport them in extreme weather, many are not so fortunate are confined to their homes during extreme weather.

EDUCATION ABOUT—AND COMPLIANCE WITH—ELIGIBILITY REQUIREMENTS

Need: Agencies do not know how to coordinate and use their vehicles to better serve the targeted population without losing funding. They seem to fear looking into any type of coordination because they believe their funding would be taken away.

Discussion: When asked about the possibility of coordinating services among the groups in the targeted population, service providers said they would no longer be eligible for current transportation funding. They said most of the funding they receive is only available for transporting those who meet certain criteria, and, if transportation was offered to anyone who did not meet the eligibility requirements for the funding program, the funding would be taken away.

STRATEGIES TO ADDRESS NEEDS

SEUALG identified some of the needs other areas acknowledged, including protection from inclement weather and rider education. The item topping the list as most important to the targeted population in SEUALG, however, is medical transportation. Specialist care is a necessity for a large portion of the targeted population in this area, although few, if any, specialists practice in rural southeastern Utah.

While medical transportation was listed as the highest priority for the targeted population in SEUALG, several other issues tie in with the need for improved medical transportation. Inter-city travel is a medical need because the targeted population in southeastern Utah needs to travel to Boulder, Provo, or Salt Lake City for specialists. With extremely limited specialist care in the rural areas of southeastern Utah, residents must travel for hours to utilize medical care in the surrounding urban areas. Planned trips on senior and disability center buses are not convenient for many because of the travel time and the lack of physician availability during the transportation's limited availability.

Those members of the targeted population who are unable to make an appointment when inter-city medical trips are scheduled and those individuals who do not qualify to receive transportation on program and center-specific vehicles are left with the issue of cost. Some cities in SEUALG have access to a plane or a taxi which travels to the surrounding urban cities. However, those in the targeted population say they cannot afford such transportation. Many of these individuals need regular checkups and specialist care, but cannot pay for a long distance taxi or plane fare every week because it is not within their means. In addition, many individuals cannot find connecting transportation to and from the airport or bus station and physically cannot walk to a bus stop to wait outside—particularly in inclement weather—for a bus or taxi.

In some cases, individuals qualify for fixed-schedule inter-city medical transportation, and they might be able to make an appointment with a specialist within scheduled inter-city travel times. However, they are unable to access the medical transportation. Two main reasons were presented for this hurdle. Those living in outlying areas or on the outskirts of town often fall through the cracks. Often, transportation service is not available in outlying areas because the ridership in those areas is not enough to support the transportation cost. Other individuals may live in areas where medical transportation is available, but the vehicles available do not meet their special needs. Some vehicles are not wheelchair accessible, and many are difficult to enter and exit. None of the vehicles are scooter accessible.

It is evident every need brought forth by the targeted population in SEUALG ties in with the need for increased and/or improved medical transportation. So, how can SEUALG work together to handle these needs? The following section details strategies that could be implemented to address the needs listed above.

STRATEGIES

This section outlines proposed strategies addressing the needs identified above. Note some strategies included in this section are related to strategies identified at the statewide level. See "Chapter 3: Methods" for a description of how these strategies were identified.

Each strategy includes a discussion of the needs it addresses and identifies specific actions. Each strategy also includes a "recommendation" heading. This section concisely states the recommended course of action. The strategy also includes information for each of the three prioritization criteria identified in "Chapter 3: Methods."

STRATEGY 1 – EDUCATE SERVICE PROVIDERS

Discussion: According to the United We Ride Vehicle Resource Sharing Final Policy Statement, grant-recipients may "share the use of their own vehicles if the cost of providing transportation to the community is also shared." This is one way agencies may coordinate transportation without losing their funding. Helpful information such as this could help agencies stretch their transportation resources and better accommodate their clients as well as others.

Recommendation: Create an education program, including information about funding programs, regulations, and exceptions, for agencies and transportation providers.

Prioritization Criteria:

- **Ease of Implementation:** This strategy would take some time and effort, but, with the help of a transportation champion, gathering information and creating an education program should not be difficult.
- **Needs Addressed:** This strategy directly addresses the need for education, and it may ultimately address other issues as well. Through this education, service providers may learn how to deal with eligibility requirements and how to provide increased and/or improved transportation solutions without losing funding.

- Position within Critical Path: This strategy is recommended as the first step toward improving transportation in SEUALG.

STRATEGY 2 – EDUCATE CURRENT AND POTENTIAL TRANSIT RIDERS

Discussion: Transportation users in the targeted population do not seem to be aware of some transit options available to them. A pamphlet or information sheet posted in public places (grocery store, senior center, etc.) would make transportation information readily available and would inform the targeted population of transportation options of which they were not previously aware, but from which they could benefit.

Recommendation: Compile a list of any transit options currently available (see the lists of available services provided above as a starting point) to educate transportation users.

Prioritization Criteria:

- Ease of Implementation: This strategy would take some time and effort, but, with the help of the elected transportation champion and the SEUALG staff, this task should not be difficult.
- Needs Addressed: This strategy directly addresses the need for education, but it could also indirectly address other issues as well. For instance, the available transportation list could include fees associated with each transit option, which would educate transportation users about lower cost options that fit their needs.
- Position within Critical Path: This strategy could be implemented as the second step in the critical path. Ideally, transportation providers should be educated prior to this step so they may help to educate transportation users about the available transit options.

STRATEGY 3 – COORDINATE WITH PUBLIC AND PRIVATE TRANSPORTATION PROVIDERS TO EXTEND SERVICE TO SEUALG

Discussion: The Greyhound bus was discussed at meetings within SEUALG, and, although it can be a costly alternative, it would at least be another option some of the targeted population could utilize. It was noted the Greyhound bus service used to extend into SEUALG, but the service no longer runs through the area. Something else to look into would be a voucher system for the low-income population so this option could be within their grasp.

A reliable public bus service would open opportunities for those who are currently restricted to their homes due to lack of affordable, reliable transportation. These individuals would be able to travel where they need to go within the community at an affordable rate. This bus service could run through the entire SEUALG, with routes connecting the different cities/towns.

Recommendation: Before implementing this strategy, first decide whether it would be more beneficial to start by bringing an existing service, such as Greyhound, back to the area or by creating a new local service. Either way, the service should be reliable and should make regular stops throughout SEUALG. Either coordinate with Greyhound to see what it would take to

reinstate service in SEUALG, or meet with the transportation champion to see what resources, if any, would be available to get a regularly scheduled local transportation route started. At some point, a local service could potentially connect outlying towns and cities to a central Greyhound hub within SEUALG.

Prioritization Criteria:

- **Ease of Implementation:** It would take some leg work to coordinate with a private service, such as Greyhound, to return their service to SEUALG. It would also be quite a task to create a new bus service connecting the area. On the other hand, these are options currently unavailable and could help much of the targeted population become more mobile and independent.
- **Needs Addressed:** The local bus line would address the need for an affordable means of reliable, local transportation. Meanwhile, an inter-city service would be more costly, but would be a step toward increasing/improving inter-city medical transportation.
- **Position within Critical Path:** This is a strategy that could be planned and implemented at any point after a transportation provider education program is implemented. This is essential because transportation providers will have a better working knowledge of the laws, regulations, and loopholes working hand-in-hand with the regularly scheduled transit options discussed above.

STRATEGY 4 – EDUCATE DOCTORS AND OTHER MEDICAL SERVICES PERSONNEL

Discussion: Many members of the targeted population indicated medical appointments can be an all day endeavor because of the necessary travel time. It is also because they are required to wait for the other passengers to complete their medical appointments before returning home. The objective of such education for doctors and other medical personnel would be to improve medical professionals' awareness of the needs of transit dependent riders who travel from southeastern Utah.

Recommendation: Create a brochure containing schedules for medical transportation service within SEUALG and publish the information on a link accessible from the SEUALG web. Also, distribute printed copies of the brochure at doctors' offices, pharmacies, and medical supply stores where those who utilize medical transportation service go for their medical needs.

Prioritization Criteria:

- **Ease of Implementation:** It should be relatively simple to create brochures and handouts with little cost to agencies. This information can be obtained from the previous education efforts. Potentially no additional cost or effort would be needed other than the distribution of pamphlets.
- **Needs Addressed:** This strategy directly addresses the need for education, and may also address other issues as well. If doctors were able to be more flexible in their appointment times, more members of the targeted group could utilize the current medical transportation options.

- Position within Critical Path: This strategy could be implemented as an additional step within the other education strategies.

STRATEGY 5 – CREATE A RELIABLE SYSTEM OF DRIVERS TO PROVIDE TRANSPORTATION TO OUTLYING AREAS

Discussion: Many of the outlying towns do not have any reliable transportation options to connect them to the larger, central cities within SEUALG. It is imperative for those who live in extreme rural areas to sometimes travel to cities within SEUALG to access pharmacies, to receive routine medical check-ups, and to attain other such necessities.

A regularly scheduled transit option is not viable for these areas because the cost is too high to cover areas where residences are spread far apart. An on-call volunteer or low-cost option may be an option that could work better for such outlying areas within SEUALG.

Recommendation: Create an on-call service comprised of reliable volunteer drivers who will provide transportation from extreme rural areas into areas offering necessary services. If limited or no volunteer drivers are found, the program may be created as a low-cost service; the driver's wage would be the cost of gas money and possibly some extra money to compensate for driving time. Those who utilize the service would pay the small wage for employed drivers. The cost would be small, and it would connect those in far, outlying areas to other cities in SEUALG and the available services therein.

Prioritization Criteria:

- Ease of Implementation: This strategy would require implementation of a new transportation system and would take some effort to find volunteers or low-wage employees who own vehicles and are willing to work as on-call transportation providers. This option would also require a volunteer coordinator to dispatch drivers to outlying areas when needed.
- Needs Addressed: This strategy addresses the need for transportation from extremely rural areas as well as the need for affordable transportation.
- Position within Critical Path: This is a strategy that could be implemented at any point within the critical path.

PRIORITIES

A ranking of high, medium or low has been given for each of the strategies based on the evaluation of each of the three criteria:

- Ease of Implementation
- Needs Addressed
- Position within Critical Path.

Ease of Implementation: Strategies relatively easy to address received a higher priority than those that require substantial dedication of resources or are difficult to complete because they address complex issues.

Needs Addressed: Strategies addressing multiple needs were prioritized higher than those that address fewer needs.

Position within Critical Path: Strategies received a higher priority if they are positioned early on the critical path. This means if a strategy must be implemented before other strategies can be implemented, it receives a higher priority.

The prioritization rankings given are fairly subjective and are based on professional judgment applied by the practitioners involved in developing the plan. These priorities are simply recommendations, not requirements. Local areas should interpret these recommendations with an understanding of the context of local conditions.

HIGH

Strategy 1 – Educate Service providers

Strategy 2 – Educate current and potential transit Riders

MEDIUM

Strategy 3 – Coordinate with Public and Private Transportation Providers to extend service to SEUALG

Strategy 4 – Educate doctors and other medical services personnel

LOW

Strategy 5 – Create a reliable system of drivers to provide transportation to outlying area

SUB-CHAPTER 4.7: FIVE COUNTY ASSOCIATION OF GOVERNMENTS AREA

AREA OVERVIEW:

This section includes a description of the local area, including information about local jurisdictions, an inventory of available transportation services, information about area demographics, and other relevant information. See Chapter 3: Methods for a description of how this information was developed.

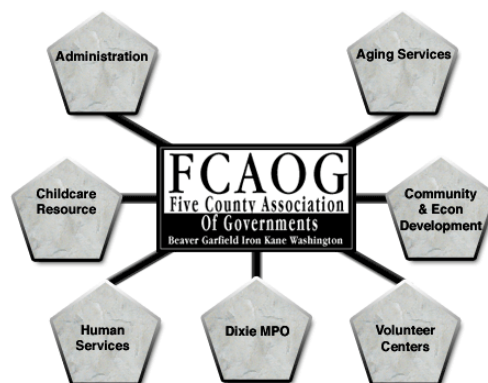
JURISDICTIONS

FIVE COUNTY ASSOCIATION OF GOVERNMENTS

Five County Association of Government (FCAOG) is a voluntary association of local governments from the five southwestern counties of the State of Utah, including Beaver County, Garfield County, Iron County, Kane County, and Washington County. The Association serves 37 incorporated municipalities, 5 counties, and 5 school districts.

The overall purpose of the Association is to provide a forum to identify, discuss, study, and resolve area-wide planning and development concerns. The Association provides assistance in community and economic development, transportation planning, small business financing, aging programs, and human-service planning.

In the past, Five County AOG has been instrumental in establishing both the Sun Transportation and Cedar Area Transit Systems within the region.



DIXIE METROPOLITAN PLANNING ORGANIZATION

The Dixie Metropolitan Planning Organization, or Dixie MPO, is the designated agency, as established by the State of Utah, responsible for comprehensive transportation planning in the urbanized and urbanizing areas of Washington County. The Dixie MPO area includes St. George City, Washington City, Santa Clara City, Ivins City, and unincorporated areas of Washington

CATS is comprised of two differing services: routed and timed buses for use by all citizens of Cedar City, including the disabled; and Dial-A-Ride paratransit vans for use by the elderly (65 and older) and disabled.

The Sun Tran public transit system provides bus service on three routes throughout St. George City. Given that this service only operates within the urban portion of FCAOG, it will be discussed in more detail under the urban portion of this study.

Other transportation services in the FCAOG area include vehicles operated by local senior centers and other recipients of Section 5310 funding through UDOT.

Details for each of these services as well as other transportation services are indicated in the two tables below. The first table gives detailed information for service providers that replied to the RCTP Service Provider Survey (the survey is provided in Appendix B). The second table provides an inventory of information that was collected during the outreach meetings. Combined, the two tables outline the full spectrum of transportation services available to members of the targeted population in the FCAOG area.

DISTRIBUTION OF SERVICES

The following maps present data of interest to this study. The Utah Automated Geographic Resource Center (AGRC) was utilized to obtain these data resources. Figure 32 displays sites of cultural and recreational significance of which residents in the area may visit periodically. Figure 33 depicts locations of government sites, hospitals, and educational facilities that the regional population may travel to more frequently.

Although sites included in the maps do not provide a comprehensive listing of all possible destinations or important sites and services in the FCAOG area, the information depicts the overall distribution of services in the area. These maps in conjunction with the population distribution map, Figure 34, show destinations in relation to populations centers and distances between.

TABLE 27: FIVE COUNTY AOG: DETAILED INFORMATION ABOUT AVAILABLE SERVICES – FROM SURVEY RESPONSES

Agency Information	Agency Name	Beaver County COA	Cedar Area Transportation (CAT5)	DWS - St. George Employment Center	Iron County Care and Share	Iron County Council on Aging	Iron County Shuttle & Taxi, Inc.	Red Rock Center for Independence	Suntran	Washington Co. Council on Aging
	Service Area	<ul style="list-style-type: none"> • Beaver County • Milford • Minersville • Adamsville • Greenville 	<ul style="list-style-type: none"> • Cedar City Limits 	<ul style="list-style-type: none"> • Washington County 	<ul style="list-style-type: none"> • Iron County • Beaver County • Garfield County 	<ul style="list-style-type: none"> • Iron County 	<ul style="list-style-type: none"> • 200 mile radius of Cedar City 	<ul style="list-style-type: none"> • Beaver County • Iron County • Washington County • Kane County • Wayne • Sevier, Piute, Garfield County, and Millard 	<ul style="list-style-type: none"> • City of St. George 	<ul style="list-style-type: none"> • Washington County
	Service Type	<ul style="list-style-type: none"> • Other 	<ul style="list-style-type: none"> • Fixed Route • Other 	<ul style="list-style-type: none"> • Other 		<ul style="list-style-type: none"> • Demand-Response 	<ul style="list-style-type: none"> • Demand-Response 		<ul style="list-style-type: none"> • Demand-Response • Fixed Route 	<ul style="list-style-type: none"> • Demand-Response
	Scheduling Type	3: No Scheduled Services Are offered	1: Phone call to one location for multiple destinations	3: No Scheduled Services Are offered		1: Phone call to one location for multiple destinations	1: Phone call to one location for multiple destinations		1: Phone call to one location for multiple destinations	1: Phone call to one location for multiple destinations
Eligibility Requirements	Age Requirements	60+	Dial Ride Only			60 yrs and older				60
	Disability Requirements		Dial Ride Only	Depending on program				Any documented disability		
	Income Requirements			Accessed	100-150% poverty or below 100			For paid services		
	Other Requirements									

Utah's Coordinated Human-Service Public Transportation Plan

	Agency Name	Beaver County COA	Cedar Area Transportation (CAT5)	DWS - St. George Employment Center	Iron County Care and Share	Iron County Council on Aging	Iron County Shuttle & Taxi, Inc.	Red Rock Center for Independence	Suntran	Washington Co. Council on Aging
Operations & Maintenance	Vehicle Ownership	• Own Vehicles	• Own Vehicles	• No Vehicles		• Lease Vehicles	• Own Vehicles		• Own Vehicles	• Own Vehicles
	Maintenance	• Contracted	• In-House			• Contracted	• Contracted		• In-House	• In-House
	Drivers & Attendants	• 7 Volunteers	• 6 Part Time Drivers			• 1 Part Time Drivers	• 3 Full Time Drivers • 2 Part Time Drivers		• 6 Full Time Drivers • 4 Part Time Drivers	• 5 Part Time Drivers
	Dispatch & Other Employees		• 3 Dispatch & Other						• 2 Dispatch & Other	
# Vehicles (# Accessible Vehicles)	4-9 Passenger	3 (1)	2 (1)			4 (4)	3			1
	10 - 15 Passenger	1	1 (1)			1	1			1 (1)
	16 - 24 Passenger		1 (2)						5 (5)	3 (3)
	25+ Passenger								2 (2)	
Vehicle Utilization by Period	4-9 Passenger	Weekday: 60% Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: 90% Saturday: -- Sunday: --	Weekday: 60% Saturday: 50% Sunday: 35%	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --
	10 - 15 Passenger	Weekday: 50% Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: 10% Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: 80% Saturday: -- Sunday: --
	16 - 24 Passenger	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: 80% Saturday: 80% Sunday: --	Weekday: -- Saturday: -- Sunday: --
	25+ Passenger	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: -- Saturday: -- Sunday: --	Weekday: 100% Saturday: 100% Sunday: --	Weekday: -- Saturday: -- Sunday: --

Utah's Coordinated Human-Service Public Transportation Plan

	Agency Name	Beaver County COA	Cedar Area Transportation (CAT5)	DWS - St. George Employment Center	Iron County Care and Share	Iron County Council on Aging	Iron County Shuttle & Taxi, Inc.	Red Rock Center for Independence	Suntran	Washington Co. Council on Aging
Operations Data	Total Hours	-	56,000	-	-	-	120,000	-	2,123,173	39,532
	Total Miles	900	15,000	0	0	0	15,000	0	203,315	11,983
	Total Passengers	0	6,395	0	0	6	10,000	0	18,809	4,160
Operating Periods	Weekday Service Period	--	6:00 AM - 6:00 PM	--	--	9:00 AM - 3:00 PM	--	--	6:00 AM - 9:00 PM	9:00 AM - 6:00 PM
	Saturday Service Period	--	--	--	--	--	--	--	6:00 AM - 9:00 PM	--
	Sunday Service Period	--	--	--	--	--	--	--	--	--
Funding Source & Restrictions	Funding Source	<ul style="list-style-type: none"> Fares Federal funds: SSBG Grant Monies (Reimb) State Funds: County Funds 	<ul style="list-style-type: none"> Fares Federal funds: 5311 State Funds: 5311 	<ul style="list-style-type: none"> Federal funds: TANF, WIA, Food Stamps State Funds: GA, Refugee Cash Assistance 		<ul style="list-style-type: none"> City, County or Special District State Funds: Tille XX & Five County State Funds 	<ul style="list-style-type: none"> Fares 	<ul style="list-style-type: none"> City, County or Special District Federal funds: State Funds: 	<ul style="list-style-type: none"> Fares City, County or Special District Federal funds: 	<ul style="list-style-type: none"> City, County or Special District Donations, United Way, Fund Raising, Volunteers Federal funds: Nutrition Program State Funds: SSBG
	Funding Restriction?	<ul style="list-style-type: none"> People with Disabilities Seniors 		<ul style="list-style-type: none"> Other Low-Income 		<ul style="list-style-type: none"> Other: 60 yrs and older 				<ul style="list-style-type: none"> People with Disabilities Seniors

Utah's Coordinated Human-Service Public Transportation Plan

	Agency Name	Beaver County COA	Cedar Area Transportation (CAT5)	DWS - St. George Employment Center	Iron County Care and Share	Iron County Council on Aging	Iron County Shuttle & Taxi, Inc.	Red Rock Center for Independence	Suntran	Washington Co. Council on Aging
Trip Types & Restrictions	Trip Types	<ul style="list-style-type: none"> • Agency Programs • Congregate Meals • Program at Other Agency • Field Trips & Recreation 	<ul style="list-style-type: none"> • Medical • Employment • Education • Shopping & Personal Business 	<ul style="list-style-type: none"> • Medical • Employment • Education 		<ul style="list-style-type: none"> • Agency Programs • Congregate Meals • Medical • Shopping & Personal Business • Field Trips & Recreation 	<ul style="list-style-type: none"> • Medical • Employment • Education • Shopping & Personal Business • Field Trips & Recreation 	<ul style="list-style-type: none"> • Other: Providing our services to consumers in their homes 	<ul style="list-style-type: none"> • Medical • Employment • Education • Shopping & Personal Business • Field Trips & Recreation 	<ul style="list-style-type: none"> • Agency Programs • Congregate Meals • Program at Other Agency • Medical • Shopping & Personal Business • Field Trips & Recreation
	Trip Restriction?	<ul style="list-style-type: none"> • Medical Trips • Nutrition 	<ul style="list-style-type: none"> • This Agency's Services 	<ul style="list-style-type: none"> • This Agency's Services • Medical Trips • Other: Employment • Job Training • School 		<ul style="list-style-type: none"> • This Agency's Services • Other: Restricted by weather, distance, and funding 	<ul style="list-style-type: none"> • This Agency's Services 		<ul style="list-style-type: none"> • This Agency's Services 	<ul style="list-style-type: none"> • This Agency's Services • Medical Trips • Nutrition

TABLE 28: FIVE COUNTY AOG: GENERAL INFORMATION ABOUT AVAILABLE SERVICES – FROM OUTREACH MEETINGS

Service Name	Service Area	Service Type	Description	Vehicles Available for Transporting Clients	Notes
Senior Centers	All Counties; Centers in: Hurricane, La Verkin, Kanab, Panguitch, Escalante	Variable Schedule, Demand-Response	Senior center vehicles	Multiple	Many vehicles are not wheelchair accessible.
Meals-on-Wheels	All Counties	Delivers meals as needed to seniors	Operated through county nutrition program	Multiple	
VA Shuttle	N/A	Agency Operated Service	Medical trips for veterans to VA hospitals	Multiple	N/A
Oasis	N/A	Agency Operated Service Demand-Response	Available for use by Oasis clients only	N/A	
St. George Shuttle	St. George	Agency Operated Service Demand-Response	Transportation from St. George to SLC (stopping in Cedar City)	N/A	Expensive transportation option
Pick-Me-Up	N/A	Agency Operated Service Demand-Response	Medicaid Service	N/A	Not always available when needed.
Hurricane Rehab Center	Hurricane/La Verkin	Agency Operated Service Demand-Response	Available for use by disabled clients of the rehab center	N/A	
Baptist Church	N/A	Agency Operated Service Demand-Response	Operated and maintained by a local Baptist Church	N/A	
Informal Volunteer System/Organized Carpooling	All Counties	Family and friends transporting individuals as necessary	N/A	Private Vehicles	
Kanab Hospital	N/A	Agency Operated Service Demand-Response	Available for use by hospital patients	N/A	
Greyhound	One stop in Parowan	Public Intercity Transportation	N/A	Multiple	No longer stops in Beaver
Handicap Vehicles	Panguitch/Escalante	Agency Operated Service Demand-Response	Available for use by seniors and disabled citizens	2	
Senior Companion Program	All Counties	Volunteers transport seniors as needed	N/A	Private Vehicles	
Ambulance/911 Service	All Counties	Emergency transportation	N/A	Multiple	Difficulty for emergency services to access individuals living on the reservation

FIGURE 32: CULTURAL & RECREATIONAL SITES IN THE FIVE COUNTY AOG AREA

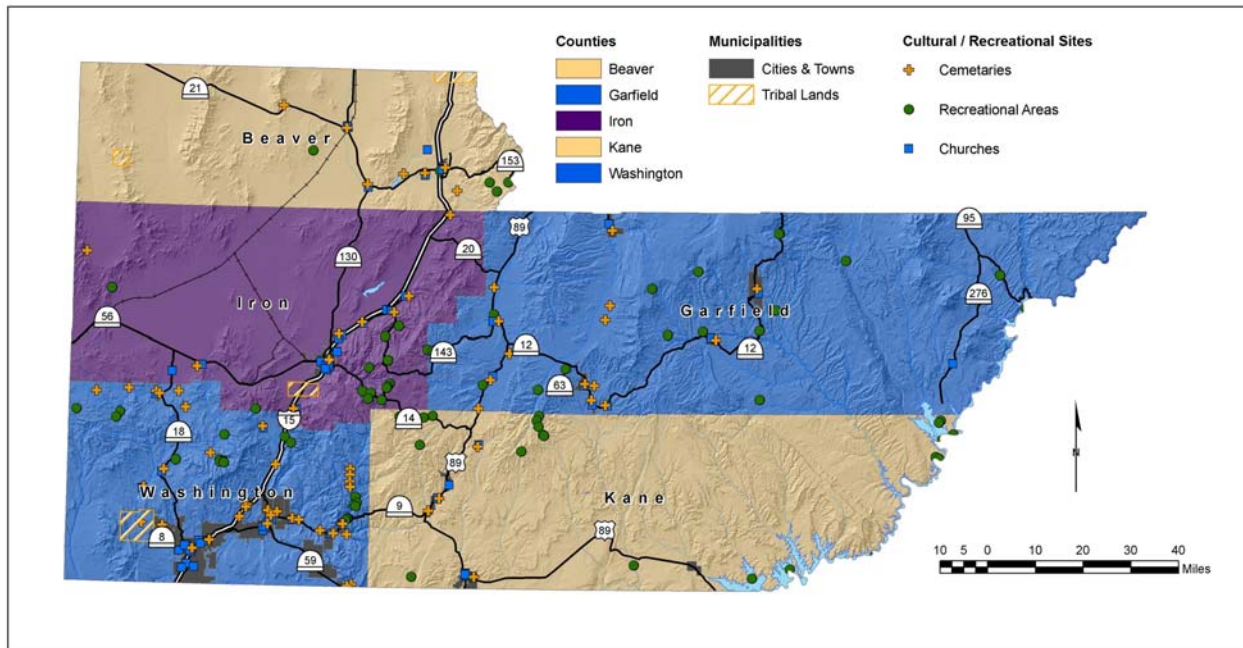
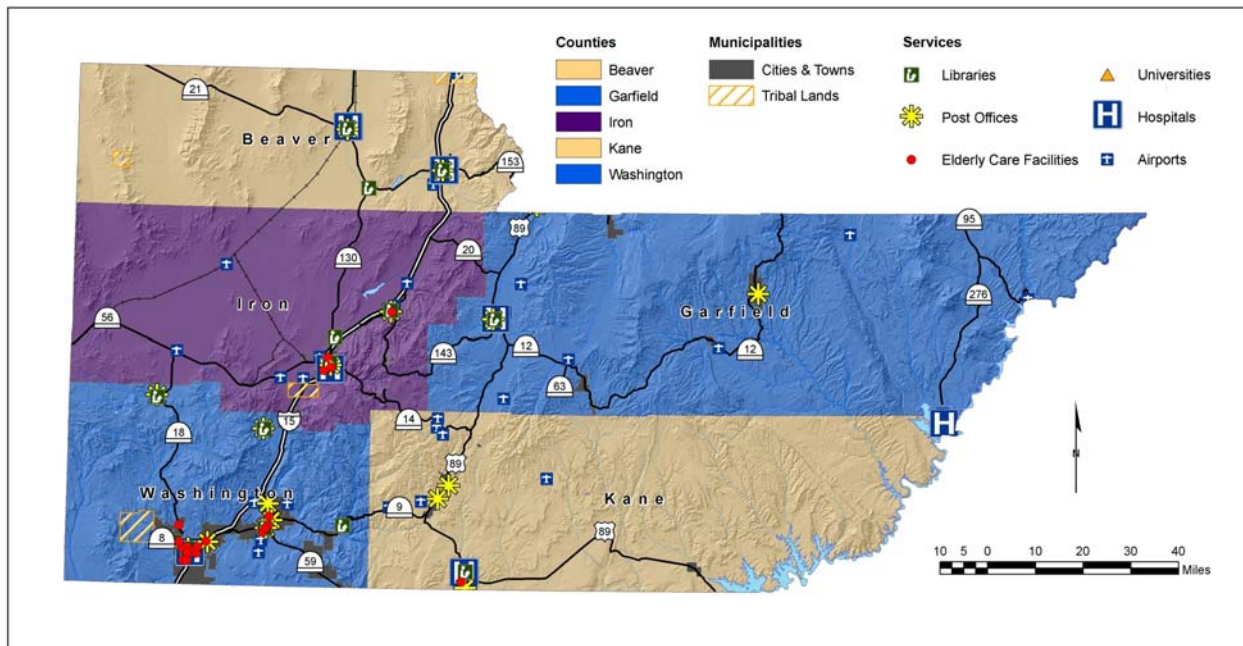


FIGURE 33: SERVICE SITES IN THE FIVE COUNTY AOG AREA



DEMOGRAPHICS

Based on an expansion of 2000 Census data using GOPB estimates for the year 2006, the Five County AOG area is the largest AOG in the state of Utah. FCAOG is home to 7.2 percent of the state's population. Compared to the State, FCAOG has a higher proportion of both individuals over 65 (8.9 percent compared to 4.8 percent) and low-income individuals (5.7 percent compared to 4.6 percent), but a lower proportion of disabled individuals (6.5 percent compared to 7.7 percent).

The high percentage of individuals over 65 in FCAOG compared with the State may be associated with the warmer climate in the southern portion of Utah. Senior citizens will often retire to warm locations to avoid inclement weather during the winter months. Washington County is currently the fifth fastest growing county in the nation.

Figure 34 illustrates the geographic distribution of members of the residents within the FCAOG area. The red and orange regions in the image show the large concentration of residents surrounding St. George City and Cedar City respectively. The yellow region shows the moderately populated areas surrounding Hurricane and La Verkin. Light and dark green areas throughout the remainder of the AOG indicate areas where the population is low and spread over large distances.

The Venn diagram in Figure 35 illustrates the overlap between each of the targeted population groups. The portion representing senior citizens is the largest of the three groups. Table 28 provides additional details about the demographics of the area from the 2000 Census. Table 29 provides more generalized data for years 2006, 2010 and 2020.

FIGURE 34: GEOGRAPHIC DISTRIBUTION OF MEMBERS OF THE TARGETED POPULATION IN THE FIVE COUNTY AOG AREA

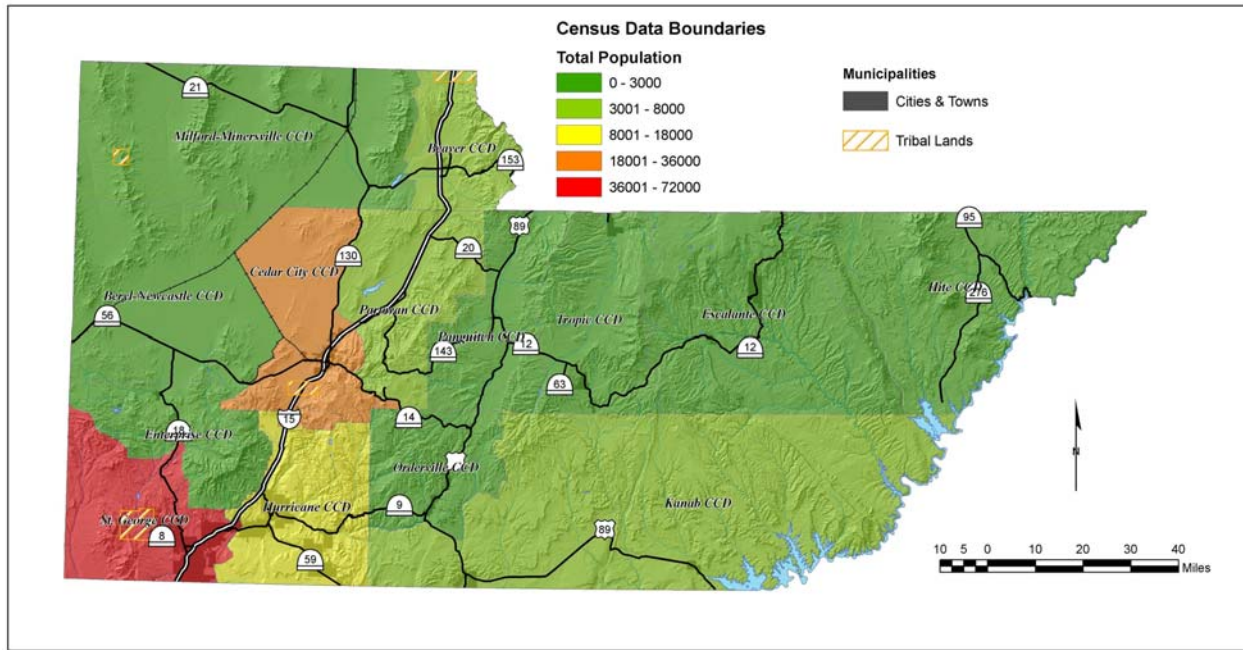
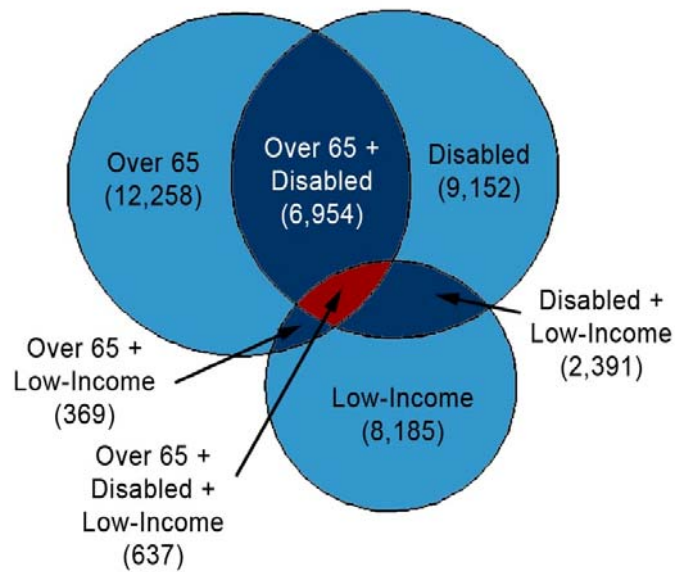


FIGURE 35: OVERLAP BETWEEN THE THREE TARGETED POPULATION GROUPS IN THE FIVE COUNTY AOG AREA



Source: U.S. Census 2000

TABLE 29: FIVE COUNTY ASSOCIATION OF GOVERNMENTS TARGETED POPULATION DEMOGRAPHICS

	Total Population	Over 65 Alone	Over 65 and Low Income	Over 65 and Disabled	Over 65, Low Income, & Disabled	Between 16 - 64 & Disabled	Between 16 - 64 & Low Income	Between 16 - 64, & Low Income, & Disabled	Total Target Population	Target as % of Total
Beaver County	6,005	377	27	345	44	458	175	62	1,488	24.8%
Beaver CCD	3,454	237	11	218	25	272	93	42	898	26.0%
Milford-Minersville CCD	2,551	140	16	127	19	186	82	20	590	23.1%
Garfield County	4,735	359	24	212	42	287	132	50	1,106	23.4%
Escalante CCD	1,252	98	4	49	12	72	64	23	322	25.7%
Hite CCD	73	-	-	-	-	29	-	-	29	39.7%
Panguitch CCD	2,196	195	10	91	15	126	47	26	510	23.2%
Tropic CCD	1,214	66	10	72	15	60	21	1	245	20.2%
Iron County	33,779	1,545	110	1,031	69	1,858	3,483	805	8,901	26.4%
Beryl-Newcastle CCD	1,309	64	-	44	13	74	108	67	370	28.3%
Cedar City CCD	28,826	1,148	96	770	41	1,509	3,195	693	7,452	25.9%
Parowan CCD	3,644	333	14	217	15	275	180	45	1,079	29.6%
Kane County	6,046	566	18	377	36	408	196	77	1,678	27.8%
Kanab CCD	4,743	482	18	295	31	333	133	59	1,351	28.5%
Orderville CCD	1,303	84	-	82	5	75	63	18	327	25.1%
Washington County	90,354	9,411	190	4,989	446	6,141	4,199	1,397	26,773	29.6%
Enterprise CCD	1,649	118	-	78	8	139	53	24	420	25.5%
Hurricane CCD	17,601	1,573	39	812	123	1,346	956	311	5,160	29.3%
St. George CCD	71,104	7,720	151	4,099	315	4,656	3,190	1,062	21,193	29.8%
Five County AOG Total	140,919	12,258	369	6,954	637	9,152	8,185	2,391	39,946	28.3%

Source: U.S. Census 2000

TABLE 30: FIVE COUNTY ASSOCIATION OF GOVERNMENTS FUTURE TARGETED POPULATION DEMOGRAPHICS

		Over 65		Low Income		Disabled		Total Population
		Total	% of Total Population	Total	% of Total Population	Total	% of Total Population	
2006	Beaver County	769	12%	323	5%	953	15%	6,294
	Garfield County	692	15%	237	5%	566	12%	4,534
	Iron County	3,382	8%	5,362	13%	4,517	11%	40,544
	Kane County	1,122	17%	353	5%	970	15%	6,532
	Washington County	21,489	17%	8,712	7%	18,136	14%	126,312
	AOG Total	27,454	15%	14,987	8%	25,141	14%	184,216
2010	Beaver County	686	9%	389	5%	1,147	15%	7,575
	Garfield County	674	14%	260	5%	618	12%	4,955
	Iron County	3,911	8%	6,450	13%	5,433	11%	48,772
	Kane County	1,208	18%	358	5%	983	15%	6,618
	Washington County	25,406	16%	11,211	7%	23,338	14%	162,544
	AOG Total	31,885	14%	18,667	8%	31,519	14%	230,464
2020	Beaver County	769	7%	592	5%	1,748	15%	11,549
	Garfield County	847	14%	313	5%	746	12%	5,973
	Iron County	5,738	9%	8,676	13%	7,309	11%	65,607
	Kane County	1,517	18%	452	5%	1,242	15%	8,359
	Washington County	37,867	15%	17,374	7%	36,167	14%	251,896
	AOG Total	46,738	14%	27,407	8%	47,211	14%	343,384

Sources: U.S. Census 2000; Governor's Office of Planning and Budget 2006, 2010 & 2020 Population Estimates

Notes:

Over 65 = Estimate from GOPB; Low Income = Census data expanded using growth factor from GOPB estimate; Disabled = Census data expanded using growth factor from GOPB estimate

SUMMARY OF TRANSPORTATION NEEDS

This section summarizes the needs identified for the area. See Chapter 3: Methods for a description of how these needs were identified.

TRANSPORTATION TO SURROUNDING MAJOR CITIES

Need: Transportation services from smaller cities within the AOG to major surrounding cities is needed for members of the targeted population to access essential services.

Discussion: Members of the targeted population require transportation to major cities to meet their primary needs. For example, individuals living in Hurricane must go to Cedar City or to other surrounding cities to buy shoes/clothing. Often specific medical treatment can only be attained in larger cities such as St. George or Salt Lake City. Within Five County AOG, cities are sparsely separated. Limited public transportation options exist between these cities. Over the years, private inter-city transportation options, such as the Greyhound Bus Service, have begun to disappear as decreasing ridership has meant that providing service / stops in these locations is no longer financially feasible.

TRANSPORTATION SPECIFICALLY TO MAJOR EMPLOYMENT AREAS

Need: Alternative transportation options to major employment locations within isolated areas of the AOG are needed for low-income individuals who do not own personal vehicles.

Discussion: There are key employers within the AOG who hire a significant number of low-income employees. The majority of employees does not have personal vehicles and relies on informal methods such as carpooling or friends and family to get to work. There is a need for public transportation options to major employment locations within isolated rural areas of Five County AOG. Examples include the large industrial area west of Cedar City on Highway 56, Circle Four Farms, and seasonal employment areas such as ski resorts, etc.

DEMAND-RESPONSE TRANSPORTATION

Need: Demand-response transportation for moderately serious medical situations is needed as an alternative to relying on friends and family or to calling 911.

Discussion: In isolated areas, members of the targeted population often rely on friends and family (or senior center services when available) to access medical care in major cities. This system works satisfactorily, provided an individual is not in desperate need of attention. In areas such as Panguitch and Beaver, demand-response transportation (for moderately serious situations) is needed as an alternative to relying on friends and family or to calling 911.

AFFORDABLE TRANSPORTATION ALTERNATIVES

Need: Transportation options that are affordable for low-income and fixed-income customers are needed.

Discussion: Individuals throughout Five County AOG highlighted the need for affordable transportation options. For some, the only form of transportation available, other than using friends and family, is to call a taxi. This is not an affordable option for many individuals of the targeted population.

TRANSPORTATION SERVICES WITH EXTENDED HOURS

Need: Extended service periods are needed, especially for shift work outside of the normal daytime work period, as well as service during the weekend.

Discussion: Low-income individuals within Five County AOG expressed a need for transportation services with extended operating hours in order to provide access to employment opportunities occurring outside the regular workday. Senior citizens and disabled individuals indicated transportation in the evenings and weekends is also needed to provide access to recreational and social activities. The St. George Sun Tran service is the only known transportation service within the area that provides a fixed schedule service on Saturdays. However, this service does not operate within the rural portions of the AOG. Demand-response services exist for transportation on the weekends but are sporadic and cannot be relied upon to access employment opportunities. The RCTP Service Provider Survey asked service providers if their clients routinely have transportation needs their agency cannot serve. Of those who responded, 44 percent of service providers said the need for extended services (e.g. evenings, weekends, etc) is not being met.

AUXILIARY SERVICES

Need: To improve the ability of individuals to use existing transportation services, additional auxiliary facilities such as bus shelters and improved sidewalks are needed.

Discussion: In areas where an established public transportation system exists (e.g. Cedar Area Transit System or CATS), members of the targeted population indicated a need for bus shelters, which would improve the targeted population's ability to use this system effectively. Bus shelters are needed in some locations to protect individuals in inclement weather, and improved sidewalks are needed to improve the accessibility of key locations.

PAIUTE TRANSPORTATION NEEDS

Need: Public transportation for members of the Paiute Tribe living on the reservation is needed to access medical appointments and essential services.

Discussion: Transportation for tribal members with medical ailments (e.g. individuals on dialysis) is needed. Medicaid services are limited, and individuals are often required to use CATS to get to

appointments. Representatives from the Paiute Tribe suggested the development of a public transportation service that would allow individuals on the Paiute reservation to access major cities, such as Cedar City, to attain necessities (groceries, etc).

FUNDING FOR OPERATING EXPENSES AND RECREATIONAL TRANSPORTATION

Need: Additional funding is needed to cover operating expenses.

Discussion: Service providers within Five County AOG explained additional funding is required for operating expenses or for additional/improved services. For example, the Kanab Senior Citizen Center employs part-time drivers to operate their vehicles three times per week for a three to five hour shift. Hours of operation cannot be extended due to lack of available funding. Service providers explained many of the senior centers find it hard to retain drivers because they cannot offer their employees full-time work. Other service providers, such as the Beaver County Council on Aging, operate completely by the use of volunteer drivers, which can decrease the reliability and quality of the transportation service being provided. It was also noted existing funding does not cover the cost of providing transportation to recreational opportunities.

ELIGIBILITY RESTRICTIONS

Need: Flexibility is needed within existing transportation systems in order to provide additional service to members of the targeted population. Education is needed in order for individuals to understand the eligibility requirements of existing services.

Discussion: Service providers within Five County AOG indicated funding requirements restrict the provision of transportation to certain groups. Members of the targeted population explained a need for flexibility within existing transportation systems so that the existing services may accommodate a wider range of people (e.g. the low-income population on the Dial-a-Ride service.) The available services table above (table 26) indicates all known transportation providers that operate within Five County AOG (except the St. George Sun Tran service which only operates in the urban portion of the AOG) and have eligibility requirements restricting the use of services to certain members of the targeted population.

The process of determining eligibility for some services/programs can also be difficult to understand and time-consuming. Representatives from the Paiute Tribe explained that in Native American tribes it is common for families or whole communities to share a vehicle with one another. When an individual has a car registered in his/her name, he/she is not eligible to use the Medicaid Pick-Me-Up service regardless of whether he/she is driving the vehicle.

IT IS DIFFICULT TO ASK FOR HELP

Need: Senior citizens need early education regarding transportation services available to them once they are no longer able to drive.

Discussion: Sometimes senior citizens who have their own vehicles and have been driving for years do not anticipate a time when they will no longer be able to drive. Over time, the distance they travel on their own decreases. Once they realize it is no longer safe for them to

transport themselves, they find it difficult and sometimes embarrassing to ask for help. Unless they are well connected with a local senior center or similar service, often these individuals do not know where to go for transportation assistance.

NATIVE AMERICAN INVOLVEMENT IN TRANSPORTATION COORDINATION

Need: Social and cultural barriers restricting Native American involvement in local planning efforts need to be addressed in order to encourage effective transportation coordination.

Discussion: Often local tribes such as the Paiute Tribe are invited to be involved in local transportation planning efforts; however, for the most part, they do not have the money required to participate. Social and cultural barriers also exist which adversely affect the involvement of tribes in local transportation coordination efforts.

TRANSPORTATION ON THE POLITICAL AGENDA

Need: Awareness on behalf of elected officials about gaps in public transit service in local areas is needed.

Discussion: Service providers and members of the targeted population agreed it seems transportation issues are not high on the political agenda in Five County AOG. Funding is not being allocated to address the transportation needs within this area.

STRATEGIES TO ADDRESS NEEDS

The transportation needs section above identified a broad spectrum of needs for Five County AOG. These included basic needs, such as the creation of additional auxiliary facilities which includes improved sidewalks and bus shelters, to more complex needs, such as moving the concept of transportation coordination higher up on local decision makers list of priorities. Based on this wide range of needs, it seems the existing transportation system could be partly improved with relatively minor actions. However, other major gaps in service will require more sophisticated strategies to address the complex and interrelated issues associated with funding, the political agenda of local decision makers, and the restrictive eligibility requirements.

Based on feedback received at both focus group and workshop meetings, the biggest need within the area is the development of transportation services from remote rural portions of the region, such as Kanab, Panguitch, Hurricane, La Verkin, and Beaver, to major cities, including Cedar City and St. George. This is essential for members of the targeted population who need access to essential services within more urban areas. By improving public transportation to major cities, the personal independence and quality of life for individuals who constantly have to rely on the help of friends, family, and local service providers is greatly increased.

At the local level, there is also a need to extend and improve services. Meeting attendees explained limited operating funds means local service providers are stretched thinly. Restrictive eligibility requirements also limit service providers the ability of to expand existing services.

While some of the basic transportation needs within the area can be addressed with simple fixes implemented at the local level, other needs will require a more advanced, coordinated solution in order to address complex and interrelated issues within the existing system. Given these circumstances, the following strategies are recommended to address transportation issues in the Five County area.

STRATEGIES

This section outlines proposed strategies addressing the needs identified above. Note some strategies included in this section are related to strategies identified at the statewide level. See Chapter 3: Methods for a description of how these strategies were identified.

Each strategy includes a discussion of the needs it addresses and identifies specific actions. Each strategy also includes a recommendation. This section concisely states the recommended course of action. The strategy also includes information for each of the three prioritization criteria identified in Chapter 3: Methods.

STRATEGY 1 – INCORPORATE REMOTE RURAL TOWNS INTO THE ROUTES OF LARGE INTER-CITY TRANSPORTATION SERVICES

Discussion: Participants of both the focus group and regional workshop meetings suggested the introduction or re-introduction of bus stops for a large inter-city transportation service such as Greyhound as a strategy for addressing the need for transportation to major cities within Five County AOG. Members of the target population from remote rural towns such as Beaver indicated stops for this type of transportation used to exist in the past; however, due to low ridership numbers, services were eventually removed.

Recommendation: Coordination with a large private inter-city transportation service in order to have remote rural towns such as Kanab, Beaver and Panguitch incorporated into operating routes should be undertaken. Drivers of this service could call ahead to remote towns to determine the number of riders needing to be picked up. Remote stops could be bypassed when there are no riders from a given location using the service. Meeting attendees suggested local distributors be used to sell passes such as a gas station or local store. This would make it easier for individuals who are not comfortable purchasing tickets via the internet to use this form of transportation.

Prioritization Criteria:

- **Ease of Implementation:** Coordination between local agencies and a private inter-city transportation service provider would need to occur. Based on comments received at the focus group and regional workshop meetings, bus stops for this type of service have decreased over time due to low ridership numbers. In order to encourage a private transportation service provider to re-establish this type of service, proof of increased ridership and profitability would need to occur. Financial compensation may be needed if ridership alone would not make the introduction of additional stops in remote areas financially feasible for the private company. Therefore this strategy should be considered “moderate to low” in terms of ease of implementation.

- Needs Addressed: This strategy only addresses one of the needs identified above; however, it is considered one of most significant needs identified within Five County AOG.
- Position within Critical Path: This strategy could be implemented independent of any other coordination strategies that occur within the AOG. The ease with which this strategy could be implemented would be determined primarily through discussions / negotiations with the private inter-city transportation provider.

STRATEGY 2 – IMPROVE EXISTING TRANSPORTATION SERVICES, INCLUDING IMPROVING AUXILIARY FACILITIES AND EXTENDING ROUTES

Discussion: Members of the targeted population indicated, in areas where transportation service already exists, auxiliary facilities need to be improved to increase ridership. By constructing bus shelters and increasing the frequency of bus stops, the amount of time transportation users are required to walk or stand outside during inclement weather is decreased. Ridership on existing services will increase if auxiliary facilities, such as safe sidewalks to access bus stops, are improved.

Related to this issue is the need for transportation to major employment areas. By extending/modifying existing services to capture locations within the region where major employers are located, low-income individuals would be able to access work opportunities more readily.

Recommendation: Improve the auxiliary facilities of public transportation by constructing bus shelters and improving sidewalks. Extend or modify existing routes by increasing the frequency of bus stops and providing service to major employment locations.

Prioritization Criteria:

- Ease of Implementation: Availability of funding for the construction of auxiliary facilities and for the operation expenses of extended service would determine the ease by which this strategy could be implemented.
- Needs Addressed: This strategy would address a number of needs, including the need for improved auxiliary facilities as well as the need for transportation specifically to major employment areas within the AOG. By improving auxiliary facilities and extending routes to include major employment areas, increased ridership is likely to occur. It is a scenario where an initial investment in resources would result in increased revenue that could subsequently be reinvested to improve the existing system.
- Position Within Critical Path: This strategy could be implemented independently of other transportation coordination strategies; however, it should be noted it is an idea based on the assumption that transportation services already exist within an area (e.g. Cedar City). In areas within the AOG where little to no public transportation exists, this strategy would not be as beneficial.

STRATEGY 3 – CONSIDER OPPORTUNITIES TO INCORPORATE PAIUTE RESERVATIONS INTO EXISTING TRANSPORTATION SERVICES

Discussion: Paiute tribal members living on the reservation expressed a need for additional transportation in order to access essential services in Cedar City. Medicaid services are restricted to medical trips and therefore do not provide the regular, reliable public transportation needed for tribal members to access employment opportunities or to complete shopping trips. Tribe representatives indicated one of the reasons for limited involvement in local transportation coordination efforts is due to social and cultural barriers that exist.

Recommendation: Work with the Tribe and local service providers to expand existing service routes to include the Paiute reservation or to consider opportunities to offer demand-response transportation that could be used for access to employment or other essential services.

Prioritization Criteria:

- **Ease of Implementation:** Transportation coordination between agencies and the Paiute Tribe will be difficult due to the social and cultural barriers mentioned above. However, coordination between these groups must occur if transportation is going to be provided for the entire targeted population, which includes seniors, low-income individuals, and individuals with disabilities living on the reservation.
- **Needs Addressed:** This strategy would assist in providing transportation to isolated rural areas, specifically members of the Paiute Tribe living on the reservation. By initiating coordination efforts, social and cultural barriers may be slowly removed over time as various human-service providers learn to work together for the common good of the targeted population.
- **Position within Critical Path:** The strategy should be implemented early in the process. Establishing coordination between the Tribe and local agencies must be first and foremost. Obtaining the support of the Tribal Council is of the utmost importance in order for this strategy to succeed.

STRATEGY 4 – PROVIDE EDUCATION FOR BOTH THE TARGET POPULATION AND SERVICE PROVIDERS.

Discussion: Meeting attendees of both the focus groups and regional workshops indicated in a few areas of Five County AOG advanced public transit systems already exist (e.g. CATS); however, members of the target population who could potentially use this system are unaware it exists. As noted in the discussion of needs above, many seniors do little to prepare for the time when they will no longer be able to drive. Many of them are unaware of local services such as those provided by senior centers that are available to them.

Related to this issue is the need for education regarding eligibility requirements, funding programs and exceptions. According to the United We Ride Vehicle Resource Sharing Final Policy Statement, grantees may “share the use of their own vehicles if the cost of providing transportation to the community is also shared.” This means agencies can coordinate

transportation and provide services to all members of the target population without losing funding.

Recommendation: Create an education program for members of the target population. A website and a brochure in an easy to access / reproduce format could be used to list all of the transportation services within the AOG. Brochures could be distributed freely at grocery stores, libraries, post offices, and other public locations. In particular, printed materials targeting seniors (e.g. advertisements for pharmaceutical products) could be used to advertise available transportation services. Presentations at senior focused social activities could occur to make seniors aware of human services available to them once they can no longer drive. An education program for agencies and transportation providers could also be created making them aware about funding programs, regulations and exceptions that exist.

Prioritization Criteria:

- Ease of Implementation: This strategy would be relatively easy to implement. Funding would be required for the production of materials, presentations etc. Research would need to be undertaken to determine things such as effective strategies for reaching the target population and available grants, funding programs, application processes etc.
- Needs Addressed: This strategy would directly address the need for education regarding eligibility requirements as well as educating members of the target population about existing services or services they may one day need to rely upon. By educating service providers about regulations and ways to overcome funding restrictions, increased transportation coordination will occur. As mentioned at the beginning of this plan, increased coordination can result in benefits such as extended service hours and lowered trip costs for travelers and for human service providers.
- Position within Critical Path: Given that this strategy would address a number of needs, it is recommended as one of the first steps in the critical path.

PRIORITIES

A ranking of high medium or low has been given for each of the strategies based on the evaluation of each of the three criteria:

- Ease of Implementation
- Needs Addressed
- Position within Critical Path

Ease of Implementation: Strategies relatively easy to address received a higher priority than those that require substantial dedication of resources or are difficult to complete because they address complex issues.

Needs Addressed: Strategies addressing multiple needs were prioritized higher than those that address fewer needs.

Position within Critical Path: Strategies received a higher priority if they are positioned early on the critical path. This mean if a strategy must be implemented before other strategies can be implemented, it receives a higher priority.

The prioritization rankings given are fairly subjective and are based on professional judgment applied by the practitioners involved in developing the plan. These priorities are simply recommendations, not requirements. Local areas should interpret these recommendations with an understanding of the context of local conditions.

HIGH

Strategy 1 – Incorporate remote rural towns into the routes of large inter-city transportation services

Strategy 3 – Consider opportunities to incorporate Paiute reservations into existing transportation services

Strategy 4 – Provide education for the target population and service providers

LOW

Strategy 2 – Improve existing transportation services, including improving auxiliary facilities and extending routes

SUB-CHAPTER 4.8: CACHE METROPOLITAN PLANNING ORGANIZATION AREA

AREA OVERVIEW

SUMMARY OF TRANSPORTATION NEEDS

STRATEGIES TO ADDRESS NEEDS

PRIORITIES

SUB-CHAPTER 4.9: WASATCH FRONT REGIONAL COUNCIL AREA

AREA OVERVIEW

SUMMARY OF TRANSPORTATION NEEDS

STRATEGIES TO ADDRESS NEEDS

PRIORITIES

SUB-CHAPTER 4.10: MOUNTAINLAND AOG: UTAH COUNTY

AREA OVERVIEW

SUMMARY OF TRANSPORTATION NEEDS

STRATEGIES TO ADDRESS NEEDS

PRIORITIES

SUB-CHAPTER 4.11: DIXIE METROPOLITAN PLANNING ORGANIZATION

AREA OVERVIEW



The Dixie Metropolitan Planning Organization (Dixie MPO) is the designated agency, as established by the State of Utah, responsible for comprehensive transportation planning in the urbanized and urbanizing areas of Washington County, Utah. The Dixie MPO area is divided into an interim planning area, and a larger MPO planning area. The interim area encompasses St. George City, Washington City, Santa Clara City, and Ivins City. These areas are referred to in this document as the Urban Areas. The MPO planning area adds the cities of Toquerville, La Verkin and Hurricane. These areas are referred to as the Rural Areas in this plan. The MPO planning area is depicted in Figure 1.

Dixie MPO is located within and administered by the Five County Association of Governments (FCAOG), which is a voluntary association of local governments from the five southwestern counties of the State of Utah. The overall purpose of FCAOG is to provide a forum to identify, discuss, study, and resolve area-wide planning and development concerns. Additional information about FCAOG is available under the rural portion of the Utah Coordinated Human-Service Public Transportation Plan.

Transportation planning is conducted at the MPO level and the Long Range Transportation Plan, (LRTP) is the mechanism for unified regional transportation planning. The LRTP is updated on a five year cycle, and covers a 30 year planning horizon. The current LRTP was adopted by the Dixie MPO board in June 2007.

The LRTP states that the Dixie MPO encourages the expansion of public transit throughout the region, as demand grows and political will and funding allows, and to provide:

1. Alternative modes to make regional trips
2. Access for work, business, social, recreational, and other trip demand for persons with disabilities, the elderly and low income families, and households with zero or 1 car
3. To provide job access and reverse commute trip needs
4. To help reduce single occupancy vehicles during peak travel demand



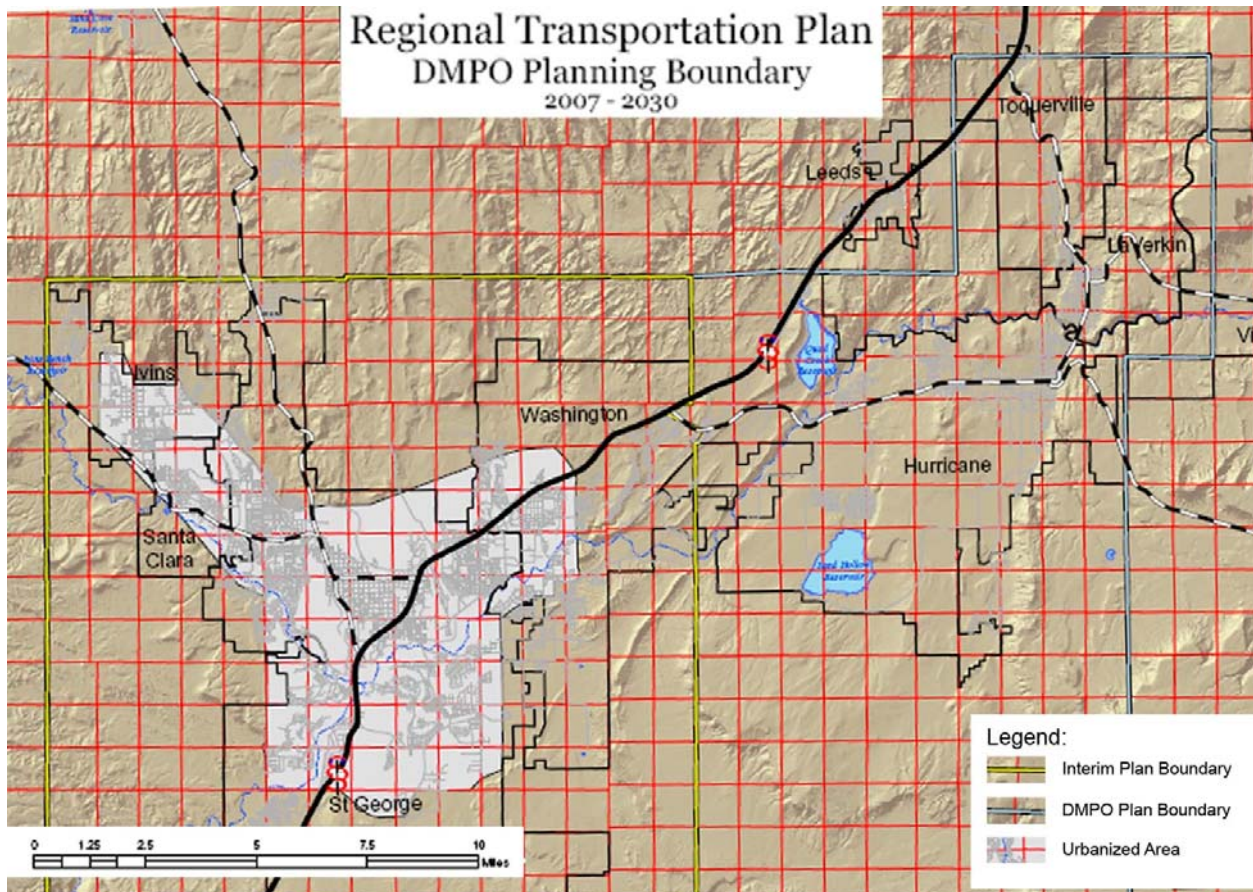
As a new requirement, coordination planning for human service transportation services is not yet incorporated into the LRTP. However, the LRTP indicates that:

- "The Dixie MPO recognizes the value of, and supports efforts to more fully coordinate, the specialized transportation needs of elderly individuals, individuals with disabilities and eligible low income individuals."
- Dixie MPO will "facilitate the inclusion of projects proposed for funding to be listed in the Transportation Improvement Program (TIP) and the Statewide Transportation

Improvement Program (STIP), which may include specific projects or more aggregated program level information.”

More information about the Dixie MPO and the LRTP process can be found on the Dixie MPO website, located at <https://www.dixiempo.org>.

FIGURE 36: DIXIE MPO PLANNING AREA



Source: Adapted from image in Dixie MPO LRTP

LOCAL AREA CONDITIONS

St. George is located in the southwest corner of Utah along the Interstate 15 corridor. Over two million international travelers visit the area annually. Washington County experiences mild, low humidity winters with over 300 sunny days per year. The desert climate, elevation 2,760 feet, promotes year round recreation and leisure activities, which includes ten championship golf courses. Over the past decade, the region has become a magnet for immigration as baby-boomers and California retirees move into the area.



As the largest regional city in southern Utah, St. George is a major destination for members of the targeted population both within Washington County, as well as those living in surrounding communities. Major destinations include Dixie State College, Dixie Regional Hospital, Dixie Dialysis Center, Tuacahn Center for the Arts, Zion National Park, St. George Senior Center, LDS St. George Temple, a variety of state health and human service agency offices, and multiple employers.

INVENTORY OF AVAILABLE TRANSPORTATION SERVICES

Many of the human service agencies present in the area provide transportation to their clients. This section provides information about the human service and public transportation programs in the area. Detailed information for service providers that replied to the Service Provider Survey is provided in the text that follows. In addition, Table 3 provides an inventory of information collected during the service provider workshop. Combined, these two sources of information outline the full spectrum of transportation services available to members of the targeted population in the Dixie MPO area.

SUNTRAN



St. George City is served by one fixed-route public transportation provider known as SunTran. As a municipal service funded partially through municipal tax dollars, SunTran only serves the City of St. George.

SunTran buses provide service on three routes throughout St. George. Buses run Monday through Friday from 6:00 a.m. to 8:00 p.m. and Saturday 8:00 a.m. to 6:00 p.m. The three routes connect at the transit center located at Dixie State College. The Red Cliffs and Valley View routes depart from the transit center every half hour. The Riverside route departs from the transit center on the hour. See Figure 2 for route details.

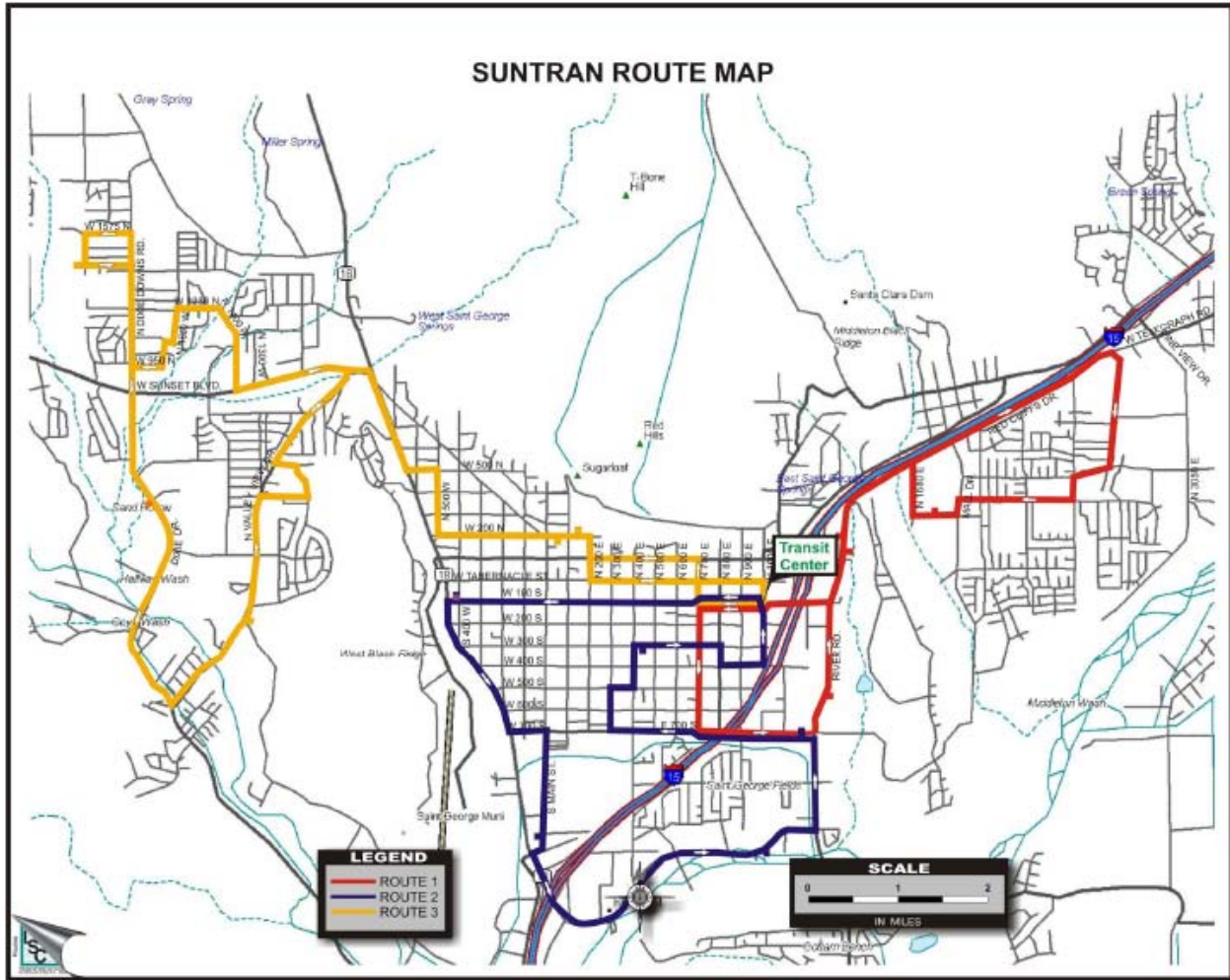
In addition to municipal funding, SunTran also receives support through three FTA grant programs: Section 5307, Section 5309, and Section 5311. These funds are programmed through the Dixie MPO as part of the metropolitan transportation planning process. Table 2 shows available funding from these programs, from the current LRTP.

As part of the service provider survey (see Chapter 3: Methods, for information about the survey), a SunTran representative indicated that approximately 50-75 percent of its customers have some type of transportation limitation. The SunTran representative also indicated that customers sometimes request to go outside of the system boundaries. In the RCTP survey, SunTran indicated a high level of involvement in coordination activities, and expressed interest in providing transportation services to other agencies on a contractual basis.

All SunTran buses are wheelchair accessible. Persons with disabilities, whether physical or cognitive, are instructed to ride the fixed-route service if they are able to get to and from the bus stops. Individuals who are ADA eligible and are unable to get to and from the bus stops may schedule rides through a special curb-to-curb service by calling 24 hours in advance. This special

service costs \$2.00 per person per ride. This service is provided to locations that are within 3/4 mile of a fixed-route stop. For information about ADA certification, customers can call SunTran at 673-TRAN.

FIGURE 37: SUNTRAN ROUTE MAP



Source: Dixie MPO

TABLE 31: PROJECTED TRANSIT REVENUES

	Match %	Grant Program	2007	2016	2026	2030	2035
SunTran		5307	690,000	7,500,000	15,800,000	19,600,000	23,400,000
Operation Match	50/50		433,000	4,725,000	9,954,000	12,348,000	14,742,000
Enh/PM Match	80/20		257,000	2,775,000	5,846,000	7,525,000	8,658,000
SunTran		5309	850,000	9,300,000	20,600,000	24,100,000	28,800,000
Fac/Bus	80/20		850,000	9,300,000	20,600,000	24,100,000	28,800,000

Source: Dixie MPO

REDROCK CENTER FOR INDEPENDENCE

Located in St. George, and serving a nine county area in the southwestern portion of Utah, the Redrock Center for Independence (RRCI) mission is to assist people with disabilities to live and participate independently. The RRCI vision statement describes a vision of a time when "everyone is on common ground to live, work and play."

To achieve these goals, the RRCI provides a variety of services aimed at assisting individuals with achieving independence. Taken from their website, these programs include:

- Information and Referral
- Nursing Home Transition
- Peer Support
- Independent Living Skills Training
- Advocacy
- The Elder Blind Program
- Assistive Technology
- Loan Bank

More information about these services is available at the RRCI website at <http://www.rrci.org/services.html>.

Two surveys were completed by representatives from the RRCI (one as part of the RCTP project, the other during the Dixie MPO Transportation Workshop). Based on information received through these surveys, the RRCI is a private non-profit agency that serves Millard, Sevier, Beaver, Iron, Piute, Wayne, Garfield, Washington and Kane counties. The RRCI directly serves both senior and disabled populations. Many of its clients are also low income, and income is a factor in determining eligibility for RRCI services. Funds for RRCI are restricted to people with disabilities and people with low incomes. Approximately half of the RRCI clientele have transportation limitations.

The RRCI does not own vehicles for transporting clients. RRCI indicated that transportation is a barrier for clients who seek RRCI services. The top reason given for this is that services are not available. The second reason given is that existing transportation services do not serve locations where RRCI services are located. In some cases, the RRCI has purchased bus passes from the Five County AOG for client use. RRCI clients are offered transportation by RRCI employees, who utilize their personal vehicles for client transport. Employees are reimbursed for client trips at a rate of \$ 0.37 per mile.

In response to the Survey the two respondents answered differently to the final question about the agency's interest in coordination. One survey indicated a high level of interest in coordination, while the other indicated a relatively low interest. The reason for this inconsistency is unknown, and suggests that follow up consultation with this organization will be required during implementation of this plan.

The RRCI is located at:

515 West 300 North # A
St. George UT, 84770

DANVILLE SERVICES

Danville Services, a full service company that provides residential and vocational assistance to people with disabilities, is located in St. George, and serves the Washington County area. Danville Services operates in locations throughout Utah as well as Arizona, Nevada and Oregon. Their motto is "Helping each person achieve their desired quality of life".

Danville provides services for the disabled population, including:

- Residential
- Assisted Living
- Supported Employment
- Day Services
- Respite

More information about these Danville Services is available on their website at:

<http://www.danserv.com/>.

A survey was completed by a representative from Danville Services during the Dixie MPO Transportation Workshop. Based on information received, Danville Services is a private – for profit agency that serves Washington County – St. George, Santa Clara, Bloomington, Hurricane, Leeds, and La Verkin. Danville Services directly serves disabled populations with residential and vocational services. Transportation Funds are supported by the state of Utah and restrictions are different based in individual client needs.

Transportation is offered and restricted to current clients. Danville Services owns and leases their vehicles. Danville Services has concerns that clients from outlying areas cannot receive service due to limited transportation. Danville is interested in contracting to provide transportation services and pooling resources.

Danville Services is located at:

145 N 400 W
St. George, UT 84770

DIXIE CARE & SHARE

Dixie Care and Share is located in St. George, and serves the St. George and Hurricane areas. The facility creates a way to bring together community resources to operate food banks and emergency shelters in St. George and Hurricane. Dixie Care and Share provides services to satisfy many requirements. Taken from their website, these serves include:

- | | |
|----------------------|------------------------|
| - Emergency Shelter | - Salvation Army |
| - Meals | - Transitional Housing |
| - Showers | - Day Labor |
| - Pantry | - Case Management |
| - Food Bank | |
| - Emergency Clothing | |

More information about these services is available on their website at:

<http://dixiecareandshare.org/about/services/>.

A survey was completed by a representative from Dixie Care & Share during the Dixie MPO Transportation Workshop. Based on information received, Dixie Care & Share is a private non-profit agency that serves the communities of St. George and Hurricane. Dixie Care & Share directly serves the senior, low income, single parent, homeless, and transient populations. Dixie Care & Share does not own vehicles for transporting clients. In response to the Survey, Dixie Care & Share expressed a low level of interest in transportation coordination.

Dixie Care & Share is located at:

131 N 300 W
St. George, UT 84770

TURN COMMUNITY SERVICES

Located in St. George, and serving the Wasatch Front in addition to many other counties in the state of Utah, TURN's mission is "TURNing dreams into reality." According to their website, TURN is "dedicated to choice, quality, and respect for people with disabilities and those who serve them."

To achieve this mission, TURN offers a variety of services. Taken from their website, these services include:

- Community Living Supports
- Recreation Therapy
- Companion Services
- Family Support
- Host Home and Professional Parent Supports
- Innovative Partnerships Designed by People and Their Families
- Respite Care
- Summer Programs
- Supported Living and Personal Assistance
- Transition Supports and Services
- Transportation
- Day Supports, Senior Supports, and Adult Day Care
- Employment Supports
- Relationship and Behavior Training

More information about these services is available on their website at:

<http://www.turncommunityservices.org/services/>.

A survey was completed by a representative from TURN Community Services during the Dixie MPO Transportation Workshop. Based on information received, TURN is a private non-profit agency that serves the Wasatch Front, as well as Iron, Washington, Kane, Garfield, Beaver, and Sevier counties. TURN directly serves the disabled population. Funds for TURN are received by charging customers (Cedar City only) \$2.50 per trip, State Funds (DSPD), Federal Funds (Medicaid), donations, United Way, fundraising, and volunteers. Transportation funds are restricted for people with disabilities and seniors.

An approximate count of transportation vehicles is:

- 1, 1-2 Passenger Vehicle (this vehicle is wheelchair accessible)
- 2, 4-9 Passenger Vehicle
- 2, 10-15 Passenger Vehicles (1 is wheelchair accessible)

These vehicles function at full capacity on weekdays from 6:00 a.m. – 9:00 p.m. and 50%-75% on the weekends from 9:00 a.m. – 9:00 p.m. The agency drove a total 25,000 miles in their most recent fiscal year. TURN owns a portion of their vehicles and leases the remainder of their fleet.

TURN is concerned about the clients that they cannot serve with some recreational and long distant non-emergency medical trips. Concerns also arise in the need for transport aides, wheelchair accessibility, and clients in outlying areas. In response to the Survey, TURN expressed a high level of interest in transportation coordination.

TURN Community Services is located at:

334 W Tabernacle
St. George, UT 84770

UTAH STATE OFFICE OF REHABILITATION

The Utah State Office of Rehabilitation (USOR) St. George office serves the Five and Six County areas of southern Utah. Their mission is "To assist individuals with disabilities to prepare for and obtain employment and increase their independence."

To achieve this mission, USOR offers a variety of services. Taken from their website, these services include:

- | | |
|-----------------------------|--|
| - Becoming Independent | - Social Security Disability |
| - Employment | - Services for the Blind and Visually Impaired |
| - Training | - Services for the Deaf and Hard of Hearing |
| - Vocational Rehabilitation | - Councils |
| - Independent Living | |
| - Assistive Technology | |

More information about these services is available on their website at:

<http://www.usor.utah.gov/index.htm>

A survey was completed by a representative from USOR during the Dixie MPO Transportation Workshop. Based on information received, USOR directly serves the low income and disabled populations. The agency listed the top two transportation barriers for their clients as: 1) services not available and 2) transportation services do not serve locations where the agency services are located. The agency funds bus passes and has a migrant worker program that allows for some transportation. The requirement for these services is that one must have a disability that causes impediment to employment or qualify under the migrant tech program.

The agency owns one 4-9 passenger vehicle and typically provides non-emergency medical and employment trips for clients.

USOR has concerns regarding rural clients struggling to find transportation for all needs. They serve low income clients who have a wide range of disabilities. In response to the Survey, USOR expressed no interest in transportation coordination.

Utah State Office of Vocational Rehabilitation is located at:

1067 E Tabernacle #10
St. George, UT 84770

WASHINGTON COUNTY COUNCIL ON AGING

Located in St. George, and serving Washington County, the Washington County Council on Aging is a government agency directly serving senior and disabled populations.

A survey was completed by a representative from Washington County Council on Aging as part of the RCTP project. Based on information received, 25% of the clients have transportation limitations. Services offered include, but are not limited to:

- Congregate Nutrition
- Home-delivered Meals
- Recreational/Social Events
- Senior Center
- Volunteer Opportunities

The eligibility requirement for these services is 60 years of age.

An approximate count of transportation vehicles are as follows:

- 1, 4-9 Passenger Vehicles
- 1, 10-15 Passenger Vehicle (wheelchair accessible)
- 3, 16-24 Passenger Vehicles (all are wheelchair accessible)

These vehicles function at 80% capacity on weekdays from 9:00 a.m. – 6:00 p.m. No service is provided on weekends. Total miles of operation are 39,532. Clients or employees are reimbursed for mileage when using their personal vehicle for agency-sponsored programs at a rate of \$0.485 per mile.

Funding is provided through the County, donations, State Funds (SSBG), and Federal Funds (nutrition program).

Washington County Council on Aging expresses concern regarding the lack of driver availability and not being able to cover all of their service area in a sufficient amount of time with the available drivers. They are also concerned about adequately meeting the number of non-emergency medical visits. The top transportation barrier reported is that transportation services are not available.

Washington County Council on Aging expressed low interest in transportation coordination, yet has high concern about who pays for insurance on vans and who pays for replacement and repairs if vans are shared with other agencies.

Washington County Council on Aging is located at:

245 N 200 W
St. George, UT 84770

WASHINGTON COUNTY SCHOOL DISTRICT

The Washington County School District (WCSD) offices are located in St. George. WCSD encompasses all of Washington County. In 1996, the district adopted the following mission statement: "Together: Pioneering New Horizons in Teaching, Learning, and Leading."

More information about the school district is available on their website at:

<http://www.wash.k12.ut.us>

A survey was completed by a representative from WCSD during the Dixie MPO Transportation Workshop. Based on information received, WCSD is a public agency that serves school-aged children and parents of school-aged children in Washington County. WCSD directly provides and/or sponsors education/training and transportation to local public schools on a fixed route. Transportation is restricted to school-aged children, however the school district does reimburse for some homeless transportation needs. Transportation funds are received through State and Federal Funds.

WCSD expressed concerns regarding being able to adequately meet the need for special medical appointments and other special needs for students. WCSD expressed interest, in special circumstances, of contracting to provide transportation service.

The Washington County School District is located at:

121 W Tabernacle
St. George, UT 84770

TABLE 32: DIXIE MPO: GENERAL INFORMATION ABOUT AVAILABLE TRANSPORTATION SERVICES – FROM WORKSHOP MEETING

Service Name	Service Area	Service Type	Description	Notes
Medicaid Pick Me Up	Statewide	Demand Response	Door-to-door service provided by Medicaid (available when physician's statement says client needs specialized service)	If household has a licensed vehicle, the client is not eligible for Pick Me Up service
VA Shuttle	St. George to Salt Lake City	Agency Operated Service Demand response	Medical trips for veterans to VA hospitals	24 hour notice required
Greyhound	One stop in St. George	Private-for-Profit Intercity Transportation Service	N/A	Considered an expensive transportation option
St. George Shuttle	St. George to Salt Lake City	Private-for-Profit Intercity Transportation Service	Transportation from St. George to SLC (stopping in Cedar City)	Considered an expensive transportation option
Salvation Army	N/A	Agency Operated Service Demand-Response	Operated and maintained by a local Salvation Army	Other faith based organizations in St. George offer similar services

DEMOGRAPHICS

The Dixie MPO area includes the urbanized and urbanizing areas of Washington County. According to the U.S. Census, communities within the Dixie MPO are among of the fastest growing areas in the entire country.

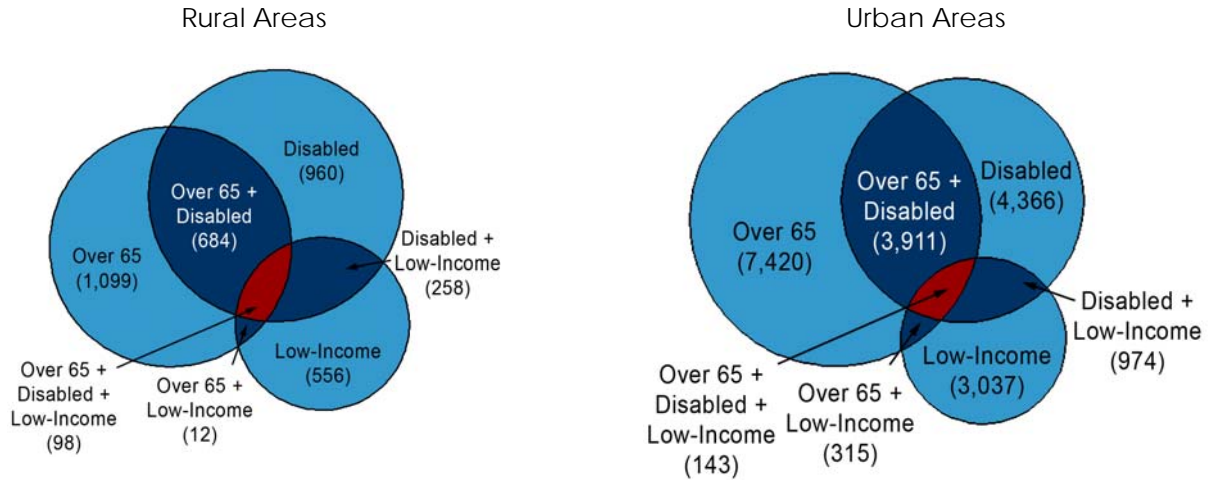
With over 67,000 residents in 2006, St. George, is not only the Washington County seat, but is also the county's largest city. The Dixie MPO interim planning area boundary (see Figure 1), had a 2006 population of 96,316. Rural areas included in the Dixie MPO planning boundary had a year 2006 population of 17,441. The combined total population for the Dixie MPO planning area was 113,757 in 2006. This represents a 7.2 percent average annual increase since the 2000 Census. Over the next four years, it is estimated that the population will grow by an annual average rate of 6.8 percent to a total population of 144,485. This significant growth rate is projected to continue at 5.5 percent between 2010 and 2020, and at 4 percent between 2020 and 2030 (see Table 4).

Detailed information about how the targeted population groups will change over the years is not available at the MPO level. However, census data from 2000 does provide a detailed look at each of segment of the targeted population, including the overlap between each of the three groups. Table 5 displays data from the census (Summary File Three, Table PCT 34) that breaks down the targeted population group into seven unique categories. These categories are depicted in a three-ring Venn diagram in Figure 3, which shows the overlap between each of the population groups.

The information supplied by the census was expanded to the years 2006, 2010 and 2020 using the 2006 estimate and the 2010 and 2020 projections from the GOPB. This data is presented for both rural areas and urban areas in Tables 6 and 7, respectively. The information shows an estimate of how the targeted population groups might grow over time. It is important to note, however, that the data in these tables represents a simple expansion based on the percentage

increases from Table 4. It does not account for dynamic changes that are likely to occur, such as the senior population growing at a faster rate than other population groups because of the aging baby boomer generation. To provide this dynamic perspective, Figure 4 shows how the Washington County senior population will grow between now and 2030. No data is readily available to depict dynamic changes in the low income or disabled population.

FIGURE 38: OVERLAP BETWEEN TARGETED POPULATION GROUPS: RURAL AREAS VS. URBAN AREAS



Source: U.S. Bureau of the Census, Census 2000

TABLE 33: POPULATION GROWTH RATE: AVERAGE ANNUAL RATE OF CHANGE

	2000	2006		2010		2020		2030	
	#	#	2000 – 2006 AARC	#	2006 – 2010 AARC	#	2010 – 2020 AARC	#	2020 – 2030 AARC
Rural Total	12,552	17,441	6.5%	21,553	5.9%	33,351	5.5%	46,753	4.0%
Urban Total	66,929	96,316	7.3%	122,932	6.9%	190,181	5.5%	266,716	4.0%
Grand Total	79,481	113,757	7.2%	144,485	6.8%	223,533	5.5%	313,469	4.0%

Sources: Governor's Office of Planning and Budget, 2006, 2010 & 2020 Population Estimates; Dixie MPO, LRTP 2030 Population Estimates

Notes:

AARC = Annual Average Rate of Change

TABLE 34: DIXIE MPO 2000 TARGETED POPULATION DEMOGRAPHICS

	Total Population	Over 65 Alone	Over 65 and Low Income	Over 65 and Disabled	Over 65, Low Income, & Disabled	Between 16 - 64 & Disabled	Between 16 - 64 & Low Income	Between 16 - 64, & Low Income, & Disabled	Total Targeted Population	Target as % of Total
Rural Total	12,552	1,099	12	684	98	960	556	258	3,667	29.2%
Hurricane	8,250	784	8	492	72	628	332	178	2,494	30.2%
La Verkin	3,392	226	4	166	23	284	158	57	918	27.1%
Toquerville	910	89	-	26	3	48	66	23	255	28.0%
Urban Total	66,929	7,420	143	3,911	315	4,366	3,037	974	20,166	30.1%
Ivins	4,450	320	10	186	8	383	112	41	1,060	23.8%
Santa Clara	4,630	281	2	138	10	203	74	6	714	15.4%
St. George	49,663	5,882	121	3,027	290	3,134	2,612	815	15,881	32.0%
Washington	8,186	937	10	560	7	646	239	112	2,511	30.7%
Grand Total	79,481	8,519	155	4,595	413	5,326	3,593	1,232	23,833	30.0%

Source: U.S. Bureau of the Census, 2000 Census

TABLE 35: DIXIE MPO YEARS 2006, 2010, AND 2020 TARGETED POPULATION DEMOGRAPHICS: RURAL AREAS

		Over 65		Low Income		Disabled		Total Population
		Total	% of Total Population	Total	% of Total Population	Total	% of Total Population	
2006	Hurricane	1,986	16.4%	864	7.2%	2,007	16.6%	12,084
	La Verkin	512	12.4%	296	7.1%	647	15.6%	4,142
	Toquerville	158	13.0%	123	10.1%	134	11.0%	1,215
	Rural Total	2,655	15.2%	1,283	7.4%	2,787	16.0%	17,441
2010	Hurricane	2,364	16.4%	1,029	7.2%	2,389	16.6%	14,385
	La Verkin	699	12.4%	404	7.1%	884	15.6%	5,657
	Toquerville	196	13.0%	153	10.1%	166	11.0%	1,512
	Rural Total	3,259	15.1%	1,585	7.4%	3,439	16.0%	21,553
2020	Hurricane	3,660	16.4%	1,592	7.2%	3,698	16.6%	22,268
	La Verkin	1,080	12.4%	624	7.1%	1,366	15.6%	8,741
	Toquerville	304	13.0%	237	10.1%	257	11.0%	2,343
	Rural Total	5,043	15.1%	2,453	7.4%	5,321	16.0%	33,351

Sources: U.S. Bureau of the Census, Census 2000; Governor's Office of Planning and Budget, 2006, 2010 & 2020 Population Estimates

Notes:

Year 2000 Census data was projected using growth factors from GOPB estimate.

TABLE 36: DIXIE MPO YEARS 2006, 2010, AND 2020 TARGETED POPULATION DEMOGRAPHICS: URBAN AREAS

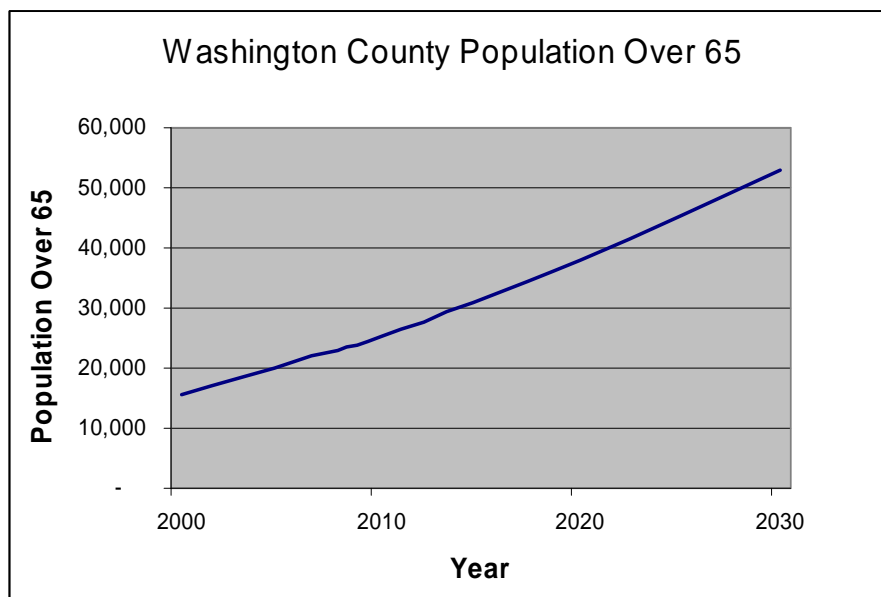
		Over 65		Low Income		Disabled		Total Population
		Total	% of Total Population	Total	% of Total Population	Total	% of Total Population	
2006	Ivins	848	11.8%	277	3.8%	1,001	13.9%	7,205
	Santa Clara	585	9.3%	125	2.0%	484	7.7%	6,280
	St. George	12,689	18.8%	5,225	7.7%	9,892	14.6%	67,614
	Washington	2,814	18.5%	684	4.5%	2,463	16.2%	15,217
	Urban Total	16,936	17.6%	6,311	6.6%	13,840	14.4%	96,316
2010	Ivins	1,081	11.8%	353	3.8%	1,275	13.9%	9,184
	Santa Clara	758	9.3%	162	2.0%	628	7.7%	8,143
	St. George	16,072	18.8%	6,619	7.7%	12,530	14.6%	85,644
	Washington	3,692	18.5%	897	4.5%	3,231	16.2%	19,960
	Urban Total	21,604	17.6%	8,031	6.5%	17,664	14.4%	122,932
2020	Ivins	1,673	11.8%	546	3.8%	1,973	13.9%	14,207
	Santa Clara	1,172	9.3%	250	2.0%	971	7.7%	12,595
	St. George	24,865	18.8%	10,240	7.7%	19,385	14.6%	132,497
	Washington	5,712	18.5%	1,388	4.5%	4,999	16.2%	30,882
	Urban Total	33,422	17.6%	12,424	6.5%	27,328	14.4%	190,181

Sources: U.S. Bureau of the Census, Census 2000; Governor's Office of Planning and Budget, 2006, 2010 & 2020 Population Estimates

Notes:

Year 2000 Census data was projected using growth factors from GOPB estimate

FIGURE 39: GROWTH IN WASHINGTON COUNTY SENIOR POPULATION



Source: Governor's Office of Planning and Budget

TABLE 37: GROWTH IN WASHINGTON COUNTY SENIOR POPULATION

Year	Population Over 65	AARC
2000	15,453	-
2006	21,489	6.5%
2010	25,406	4.6%
2020	37,867	4.9%
2030	52,894	4.0%

Source: Governor's Office of Planning and Budget

TRANSPORTATION NEEDS

This section summarizes the needs identified for the Dixie MPO. See Chapter 3: Methods for a description of how these needs were identified.

MEDICAL TRANSPORTATION

Need: There is need for expanded non-emergency medical transportation (NEMT) service.

Discussion: Comments received from the public forum noted while some services are available for transportation to medical appointments, expanded/improved services are needed to meet the medical needs of the targeted population (e.g. transportation to the dialysis center). Often family members and friends are unable to take members of the targeted population to medical appointments during the day as they work full-time. Subsequently individuals must wait until it is convenient for others before they can access the medical services they require. It was also noted that the Pick Me Up service will not provide medical transportation to a client if they have a vehicle registered in their name regardless of whether the individual still drives the vehicle. This policy becomes problematic for some clients, who maintain a vehicle for short trips, but are uncomfortable making long distance trips themselves. Restricting NEMT services to only those individuals who don't own a vehicle prohibits a large portion of potential riders from accessing the services.

Specialist services available in Salt Lake City are accessible via the St. George Shuttle or Greyhound; however workshop attendees indicated these are expensive transportation options and many members of the targeted population cannot afford to utilize this service. Expanded NEMT service is required both locally and regionally to meet the medical needs of members of the targeted population.

ACCESS TO SERVICES LOCATED ON THE OUTSKIRTS OF ST. GEORGE

Need: Expanded transportation services are needed to access businesses/services that relocate to the outskirts of St. George City.

Discussion: Due to the continued growth within St. George City many businesses/services are moving to the outskirts of the City or to nearby cities where operating costs (e.g. building leases) are less expensive and growth related issues (e.g. congestion) are less severe. As this trend continues and businesses/services become more geographically spread out it becomes increasingly harder for members of the targeted population to access the services they need.

EMPLOYMENT RELATED TRANSPORTATION

Need: Many major employers are located in the remote areas of Washington County where public transportation is unavailable. Transportation options outside of regular business hours (9:00 a.m. – 5:00 p.m., Monday – Friday) are limited. Transportation options are needed to allow

members of the targeted population to access employment opportunities in remote locations or that occur outside of regular business hours.

Discussion: The 400-acre Gateway Business Park located on I-15 and SR 9 in Hurricane is home to the 1.2 million square-foot Wal-Mart Distribution Center. Wal-Mart is considered the third largest employer in Washington County. Other major employers include the Fort Pierce Industrial Park (currently home to more than 50 local businesses) and Deseret Industries (located east of I-15 in Washington City). While offering significant employment opportunities for members of the targeted populations (disabled and low income), these and many other major employers are located in remote areas inaccessible to individuals who do not have access to private transportation. When an individual does not have a personal vehicle they must rely on alternative transportation such as carpooling or rides from friends and family to get to work. The ability to maintain permanent employment is hindered when these types of informal transportation methods are used. Affordable, regular public transportation options are needed to allow members of the targeted population access to these employment opportunities.

In addition to regular business hours, members of the targeted population need transportation options with extended operating hours to access employment opportunities occurring outside the regular workday such as graveyard shifts and weekend employment. Participants at the transportation workshop explained, often low income individuals and families are juggling work, education, and child rearing responsibilities, and access to flexible transportation is a necessity. By offering transportation options with extended operating hours, members of the targeted population would also be able to access recreational and religious activities that occur during the evenings and weekends.

LACK OF UNDERSTANDING ABOUT LIABILITY AND ELIGIBILITY

Need: Transportation service providers indicated coordination efforts are hindered by concern about liability risks and confusion about eligibility restrictions. Concerns regarding liability and eligibility need to be addressed to facilitate effective coordination efforts. Both service providers and members of the targeted population would benefit from education on these topics.

Discussion: When providing transportation services to members of the targeted population outside an agency's normal clientele, service providers are concerned about liability issues. For example, Washington County School District Vehicles are idle when not being used to transport students to and from school and during the summer months and in the mid-day and evening hours. However, service providers expressed valid concerns about liability issues associated with allowing other human-service agencies and members of the targeted population to utilize school district vehicles. Due to restricted funding, transportation service providers would benefit significantly by using volunteers to assist in the provision of services; however providers also expressed concern about fully utilizing this resource due to liability risks.

Both members of the targeted population and transportation service providers experience frustration determining eligibility restrictions and requirements for some transportation services and programs. Service providers expressed their fear about losing transportation funding as a result of coordination efforts. Representatives from SunTran noted many of their clients express frustration toward eligibility restrictions for services such as paratransit.

EDUCATION ABOUT AVAILABLE SERVICES AND ASSISTANCE

Need: Members of the targeted population and transportation service providers alike experience an overall lack of understanding about available transportation services and assistance programs. Education is needed to encourage utilization of existing services and to provide resources for effective transportation coordination efforts.

Discussion: Service providers highlighted a lack of understanding from members of the targeted population (and the general public) about existing public transportation services in Washington County. Service providers also acknowledged a lack of understanding about the multiple services available to their clients, which could be used to assist agencies in the provision of additional transportation services. There is also a general lack of understanding amongst service providers about funding and assistance programs, regulations, exceptions and information sources available to assist them with the provision of coordinated transportation services. Service providers need to be educated about the Federal Interagency Coordinating Council on Access and Mobility Vehicle Resource Sharing Final Policy Statement (see Appendix A), which states grant-recipients may “share the use of their own vehicles if the cost of providing transportation to the community is also shared.” This means agencies can coordinate transportation and provide services to all members of the targeted population without losing funding. Examples such as this highlight the need for education for both members of the targeted population and service providers to encourage utilization of existing resources and services.

POLITICAL SUPPORT FROM LOCAL ELECTED OFFICIALS

Need: Awareness about gaps in local public transit service on behalf of elected officials is needed.

Discussion: Service providers suggested the provision of public transportation is not well represented in political discourse. They feel gaps in the existing transportation system are not being brought to the attention of local decision makers, and therefore adequate funding is not being allocated to address the issues. Transportation coordination efforts would be more effective within Washington County if local decision makers/governing bodies were more aware of transportation needs and participated in efforts to provide these services. Participants at the transportation workshop explained transportation coordination efforts are fruitless without the participation and support from surrounding cities whose residents require access into the urban area of St. George City. During the Dixie MPO Transportation Workshop it was suggested that without first gaining political support, any strategy to address the transportation needs of Washington County will merely be a temporary solution to a permanent problem.

FUNDING FOR OPERATING EXPENSES AND SERVICE EXPANSION

Need: Additional funding is needed to cover operating and maintenance expenses and to provide service expansion.

Discussion: While many service providers use federally funded matching programs (e.g. The Elderly Individuals and Individuals with Disabilities Program (5310 Program)) for capital expenses and the purchasing of vehicles, providers noted they often do not have sufficient funds to cover operating and maintenance expenses or to expand services such as increasing routes or extending operating hours. For example, SunTran operates bus service throughout St. George from Monday to Friday 6:00 a.m. to 8:00 p.m. Monday through Friday and 8:00 a.m. to 6:00 on Saturdays; however it was noted that due to limited funding and low ridership numbers outside these hours, it is not financially feasible to extend the operating period.

Additionally, SunTran currently charges paratransit clients \$1 to use ADA accessible dial-a-ride service; however the actual cost is approximately \$12 per rider. On a limited budget SunTran cannot provide any additional services when existing services such as paratransit are not cost effective.

Service providers noted that local match funding is often difficult to obtain due to lack of knowledge about the programs by policy makers and the community. Local governments, agencies and programs all have limited budgets and funds are often only available for specific individual programs.

STRATEGIES TO ADDRESS NEEDS

Certain insights have been developed that help to launch a discussion about strategies to address the needs in the Dixie MPO area. The first insight is the interrelatedness of the needs and issues. For instance, workshop participants indicated that there is a need to expand transit services into growing portions of the urban and outlying areas. However, there is a lack of political support for expanding service into areas outside of St. George and also a lack of available funding. The issues of funding for expansion and garnering the necessary political support to generate the funds are inextricably related.

Similarly, participants stated that there is an unmet need for non-emergency medical transportation for essentially all members of the targeted population group. However, many agencies and clients expressed confusion about the eligibility requirements of the state's sole source provider for non-emergency medical trips in the Dixie MPO area. Again, the needs and issues are interrelated: There is a need for NEMT service, but there appears to be issues with the local understanding of how the system is intended to work.

In addition to these insights about interrelated needs and issues, the workshop discussion also generated insight into some opportunities. Particularly, the lack of understanding about liability and eligibility issues presents an opportunity to improve coordination by educating service providers and clients about these topics. In addition, the lack of familiarity about available funding sources and allowable uses for certain funds also presents an opportunity to increase education and coordination by providing agencies with the information they lack. New

programs such as Job Access Reverse Commute are prime opportunities to address issues associated with employment growth in outlying areas. Similarly, strategies highlighted in the statewide section of this plan, including the proposed statewide education program and the designation of a Coordination Planning Position within each of the AOG's present additional opportunities to address the needs identified in the Dixie MPO area.

Interest in these insights and opportunities was felt at the transportation workshop. As the meeting came to a close there was a sense of energy and excitement in the room. The participating agencies expressed enthusiasm about the potential benefits of coordinating their services. During the last hour of the meeting, a number of ideas were discussed. The following section presents those ideas, which have been elaborated upon, organized and evaluated for prioritization. Other ideas are also presented, as gathered from examples of coordination found in relevant literature and other sources. Combined, the following strategies outline a course of action that will lead to an improved human service public transportation system through enhanced coordination in the Dixie MPO area.

STRATEGIES

This section outlines proposed strategies addressing the needs identified above. Note that some strategies included in this section are related to strategies identified in the statewide section of Utah's Coordinated Human-Service Public Transportation Plan. In particular, these strategies assume that the Five County AOG will receive funds for a Coordination Planning Position, and that the state will implement a statewide education program that supports education efforts within the Five County area, among the rest of Utah's AOG's.

Each strategy includes a discussion of the needs it addresses and identifies specific actions. The strategy also includes information for each of the three prioritization criteria identified in Chapter 3: Methods.

STRATEGY 1 – CONDUCT REGULARLY SCHEDULED HUMAN SERVICE PUBLIC TRANSPORTATION COORDINATION MEETINGS

Discussion: The individuals who attended the Dixie MPO transportation workshop expressed a level of excitement and interest that is critical to the success of a coordination program. To build on this enthusiasm, it is important to maintain the momentum generated by providing a regular forum for this group to gather, discuss coordination issues, and pursue the strategies they identified.

In addition to providing the momentum necessary to keep the coordination effort alive, a regularly scheduled meeting of a human service transportation coordination committee also presents an opportunity to bring the local elected officials into the fold by establishing a role for them within the committee.

Lastly, the human service transportation coordination committee would act as the working group that pursues the strategies outlined in this plan.

Recommendation: Five County AOG CPP to act as the initial committee chair. CPP organizes the first meeting, and prepares the first agenda. Meeting attendees initially discuss meeting format and develop a charter for the committee to be agreed upon by a majority of the standing committee members. The charter will include ground rules for how the committee operates including a statement about the mission of the committee, and information about how leadership of the committee is to be established.

Initially meetings will be held monthly. After a committee charter has been established through an initial set of meetings, as determined by the committee, the meeting frequency will shift to quarterly.

The objective of the committee is to pursue the strategies outlined in this plan, and to take on other activities as deemed necessary by the committee through development of a charter.

Currently, there are several committees established that address inter-agency coordination. There is a Human Services Coordination committee that meets regularly to discuss issues relating to the provision of human services in the Washington County area. This group does not specifically address transportation issues. Similarly, there is a Local Interagency Coordination Committee, or LIC that has been established for the area.

The proposed human service transportation coordination committee could be formed as a temporary sub-committee of either of these groups, or as a stand alone committee. However, it was suggested during the Dixie MPO transportation workshop that the LIC would not be an appropriate forum for addressing the issues of human service transportation.

If established as a standalone committee, members of the committee would include:

- 5 representatives from the Dixie MPO Transportation Workshop (see Table 1)
- 4-5 elected officials or senior level staff persons from each city within the Dixie MPO
- 1 active representative from the Dixie MPO board
- 1 – 2 active representatives from the existing Human Services Coordination Committee*
- 1 – 2 active representatives from the Local Interagency Coordination Committee

It is recommended that the CPP use discretion and apply an understanding of what would work best given the local circumstances in developing the actual composition of the committee.

To fund the human service transportation coordination committee it is recommended that the MPO utilize 5310, 5316 or 5317 funds. As stated in the application instructions, FTA Section 5310, 5316 and 5317 funds can be used for “support for short term management activities to plan and implement coordinated services,” and “support of State and local coordination policy bodies and councils.”

Prioritization Criteria:

- Ease of Implementation: With the CPP in place at the Five County AOG level, this strategy is relatively easy to implement. Some level of encouragement will be required to convince elected officials that the human service transportation coordination committee is worth the time spent. The CPP and volunteers from the Dixie MPO Transportation Workshop may need to educate local officials about the importance of the issues and the needs identified in this plan. Having this plan will help. Utilizing resources developed through the statewide education program will also help. Utilizing

the available funding sources to support such a program will improve the ease of implementation.

- **Needs Addressed:** Because the human service transportation coordination committee will be responsible for implementing the other strategies in this plan, this strategy directly and indirectly meets essentially all of the needs identified for the Dixie MPO. In addition to meeting the needs already identified, the committee will also act as a means for identifying new needs and issues as they arise.
- **Position within Critical Path:** The success of many of the following strategies depends upon the implementation of this strategy. While many of the strategies identified below could be implemented without the human service transportation coordination committee in place, the committee serves the critical function of bring elected officials into the fold. This element makes it an early priority, with a position at the beginning of the critical path.

STRATEGY 2 – EDUCATE SERVICE PROVIDERS & LOCAL ELECTED OFFICIALS ABOUT THE BENEFITS OF COORDINATION, OPPORTUNITIES TO COORDINATE, AND ISSUES ASSOCIATED WITH COORDINATION

Discussion: Part of the need associated with improved political support is a need for understanding on behalf of local elected officials and decision makers about the issues associated with human service public transportation. An awareness of the local transportation needs and the benefits of coordination would improve elected officials understanding of human service transportation issues, likely making them more open to considering the other types of strategies outlined in this plan.

Similarly, an improved understanding on behalf of the local service providers of the issues associated with liability, eligibility restrictions, funding programs and other available services would also lead to improved coordination. For example, while liability was expressed as a concern numerous times at the Dixie MPO transportation workshop, the literature suggests that in reality it is not a major obstacle to coordination. One state's coordinated plan indicates that if an agency approaches their insurance carrier with a well defined plan for how they wish to coordinate their services, the insurance carrier is often able to explain exactly how the insurance coverage will need to be modified. If the expanded services require expanded coverage, the cost must be covered. By establishing cost sharing agreements through the coordination process, however, such cost changes are easily overcome.

Service providers need to be educated about these matters. Education on available funds (e.g. RTAP, New Freedom, JARC, CTAP, and other sources) that makes the funding process simpler for local agencies to understand would improve the potential for coordination to occur dramatically.

Recommendation: Within the human service transportation coordination committee, assign an education task force of 4 – 5 individuals to identify key education topics needed for educating service providers and elected officials. Based on the areas needing the most education,

coordinate with the UDOT Public Transit Team to obtain relevant information and materials to use in education efforts. Activities could potentially include:

- Presentations on funding programs such as Section 5310, 5316, 5317
- Presentations on key issues such as liability concerns and methods for overcoming them
- Team building exercises for fostering relationships between agencies
- Presentations on the findings of this plan to educate elected officials about the needs identified for the Dixie MPO area
- Presentations on the finer details of making coordination happen, covering topics such as cost sharing agreements, developing a coordination plan, memoranda of understanding, joint powers agreements, and other relevant topics.

Prioritization Criteria:

- **Ease of Implementation:** Funding for education programs is available through the RTAP program administered by UDOT. Ample materials and information should also be available through UDOT once the statewide human service public transportation coordination education program has been established. Nonetheless, this effort will require dedicated time and resources of the human service transportation coordination committee. Involvement of the CPP in the education task force will lighten the load of other task force members, but work will still be required of the other members. The ease of implementation depends on the amount of time the education task force members are willing to contribute. Implementation also depends on the success of the Statewide education program,
- **Needs Addressed:** As indicated in the introduction to this section, many of the needs are interrelated. A major factor in many of the needs is a lack of information. By providing the missing information in a targeted way, this strategy directly addresses:
 - o The need for political support
 - o The need for education about liability and eligibility restrictions
 - o The need for education about funding and available services

By educating elected officials and service providers on these topics, the potential for coordination to occur will improve dramatically. As agencies begin to coordinate, issues such as the need for funding for operations and maintenance and expansion, the need for non-emergency medical transportation, and other needs will begin to be addressed.

- **Position within Critical Path:** Because this strategy is part of the effort targeted at improving political support for coordination of human service transportation programs, it is recommended that it be placed early in the critical path. This strategy is best implemented when done so in conjunction with the human service transportation coordination committee, so it should follow the implementation of Strategy 1.

STRATEGY 3 – FACILITATE OPPORTUNITIES FOR SERVICE PROVIDERS TO POOL RESOURCES

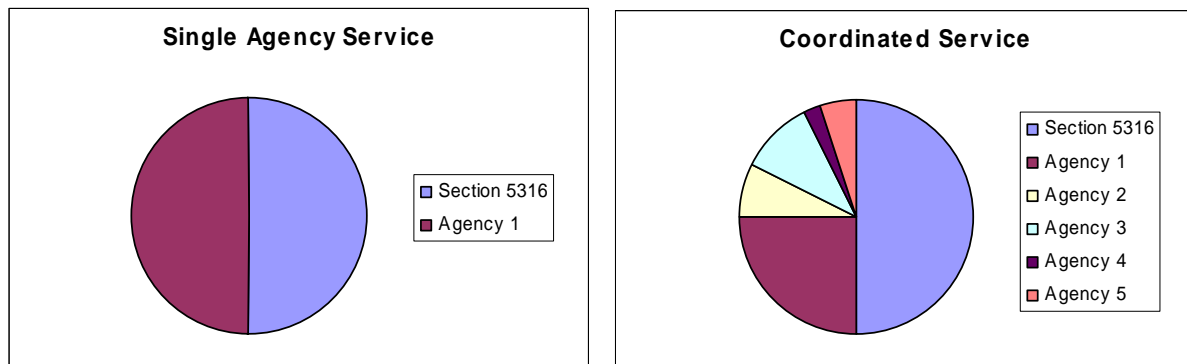
Discussion: Both at the transportation workshop and in the survey, a number of agencies expressed interest in the opportunity to pool resources as a means for expanding transportation services. From an operations standpoint, sharing resources would involve individual contributions from service providers to a single operator. Contributions could be in the form of direct payments, or in the form of shifting designation for specific funding sources from one agency to another. Other forms of pooling resources include combined insurance programs, combined grant writing efforts, information sharing and vehicle sharing.

In addition, the Section 5310 program allows for “acquisition of transportation services under a contract, lease, or other arrangement. Both capital and operating costs associated with contracted service are eligible capital expenses.” This means that agencies currently struggling to obtain the operating funds for their 5310 vehicles could instead channel their 5310 capital to an agency that already has vehicles to pay for operations. This is unique to the 5310 program, and only available when used to acquire transportation service through a contract, lease or other arrangement as specified in the FTA Program Guidance and Application Instructions for the Elderly Individuals and Individuals with Disabilities Program.

Recommendation: Utilize the human service transportation coordination committee meetings as a forum for exploring opportunities for pooling resources. Consider establishing a sub-committee or task force to develop and execute a plan for pooling resources. The plan should identify the entities to be involved in the combined service, the scope of services offered, and the incremental costs for each agency’s customers (see the FTA Vehicle Sharing policy in Appendix A). This information will be useful in negotiations with insurance carriers to overcome the perceived liability barriers associated with an expanded service. The plan will also help to outline the types of agreements that will be necessary and the accounting measures that will need to be put into place to implement the plan.

One benefit to pooling resources is that it allows agencies to leverage federal funding more effectively than when agencies operate independently. For example, if one agency applies for funds independently, that agency will be responsible for the full 50% local match required for operations funding. If multiple agencies apply for funds together, however, each individual agency will be responsible for a smaller portion of the local match. Although a combined service may be more expensive, the overall contribution from each participating agency will almost always be smaller when resources are pooled, compared to when agencies operate independently. Figure 5 illustrates this concept using Section 5316 federal funds as the example and assuming a different incremental cost from each of the five participating agencies.

FIGURE 40: LEVERAGING FEDERAL FUNDS THROUGH COORDINATION: SINGLE AGENCY SERVICE VS. COORDINATED SERVICE



Prioritization Criteria:

- **Ease of Implementation:** Funds from section 5310, 5316 and 5317 are available to pay for the short-term management activities associated with planning and implementing a coordinated service. The planning work associated with pooling resources is dependent upon the extent to which services are intended to be combined. More extensive proposals would benefit from professional guidance offered through programs such as the Community Transportation Assistance Project (CTAP), or the Rural Transit Assistance Program (RTAP). Consulting services for planning and legal council may also be required, depending upon the complexity of the proposal. Because funds are available for this type of work, however, the ease of implementation is improved.
- **Needs Addressed:** The consolidation of resources would enable agencies to free up capital and enhance existing programs. Human service agencies would be able to focus efforts on their human service programs, leaving transportation matters to partnering transportation agencies. Due to improved economies of scale, a consolidated service would be able to operate more efficiently, enabling an expansion of service. This strategy directly addresses the need for funds for operations.
- **Position within Critical Path:** This strategy requires planning work that would benefit from involvement of the human service transportation coordination committee. Members of the committee would also have a better awareness the increased potential that pooling resources creates for transportation in the community after having received education through implementation of Strategy 2. As such, it is recommended that this strategy follow closely behind, or be implemented in conjunction with Strategy 2.

STRATEGY 4 – DISCUSS NEMT SERVICES AND ISSUES WITH DIVISION OF HEALTHCARE FINANCING

Discussion: Non-emergency medical transportation (NEMT) was indicated as a need at the public forum, in surveys, and at the Dixie MPO transportation workshop. During these conversations, there were substantial misunderstandings on behalf of all parties about the

regulations surrounding Utah's Medicaid transportation contract (Pick Me Up). Some participants recommended that the state should reimburse 5310 operators with Medicaid money for providing NEMT services. Others suggested providing a discount on St. George Shuttle or Greyhound for intercity NEMT trips by subsidizing the service with Medicaid funds. These ideas – while possessing some merit – contradict the effort the state has made in establishing a sole-source provider for NEMT services, and highlights a lack of understanding about how the current NEMT service is intended to work.

Recommendation: Members of the human service transportation coordination committee should approach the Utah Division of Healthcare Financing (Medicaid) to discuss the needs identified in this plan and to learn about the intent of the state's current contract for NEMT services. The Utah Division of Healthcare Financing should be invited to participate in coordination as a partner agency. Once dialogue has been established, the conversation should be approached from neutral, informal standpoint, focused on gathering and sharing information. Once the current NEMT service is better understood, the committee will have a basis from which to recommend and discuss options for improving the NEMT system.

Prioritization Criteria:

- **Ease of Implementation:** This strategy involves interagency coordination across jurisdictional lines. Such strategies have a wide range of ease or difficulty depending on the circumstances and parties involved. If approached from a neutral, informal and information gathering standpoint, this strategy will be much easier to implement. Confrontation should be avoided.
- **Needs Addressed:** This strategy is specifically targeted at the need for NEMT services. While this is just one need, it was raised in all outreach aspects of the planning process for the Dixie MPO area. It is therefore a fairly high priority need to address.
- **Position within Critical Path:** This strategy would benefit from the experience of the committee members after they have met several times to better understand what the gaps in NEMT service are, so they are prepared to express their concerns when meeting with the Division of Healthcare Financing. It is recommended that this strategy be implemented as a short term goal following implementation of Strategies 1 and 2.

STRATEGY 5 – EXPLORE OPPORTUNITIES TO UTILIZE JARC AND NEW FREEDOM FUNDS TO EXPAND EXISTING FIXED ROUTE AND PARATRANSIT SERVICES

Discussion: A variety of ideas were proposed to address the need for transportation to outlying areas. These include ideas such as providing a van to go to the Deseret Industries facility on the outskirts of St. George proper, supporting vanpooling for shifts workers / day workers at the industrial park, and mobilizing donated vehicles to serve these areas.

The need for expanded service to locations that are currently outside of the SunTran service area raises an opportunity to utilized new funding sources such as JARC (Section 5317) and New Freedom (Section 5316). According to the FTA Program Guidance and Application Instructions for JARC (Job Access Reverse Commute) and New Freedom there are a number of eligible

expenses that would help to meet the need for expanded service in the Dixie MPO area. Below is a sampling of eligible expenses from both New Freedom and JARC:

JARC:	New Freedom:
<ul style="list-style-type: none"> - Late-night and weekend service - Guaranteed ride home service - Shuttle service - Expanding fixed-route public transit routes - Demand-responsive van service - Ridesharing and carpooling activities - Transit-related aspects of bicycling - Local car loan programs that assist individuals in purchasing and maintaining vehicles for shared rides - Promotion, through marketing efforts, of the use of transit by workers with non-traditional work schedules and use of transit voucher programs by appropriate agencies for welfare recipients and other low-income individuals - Otherwise facilitating the provision of public transportation services to suburban employment opportunities 	<ul style="list-style-type: none"> - Expansion of paratransit service parameters beyond the three-fourths mile required by the ADA - Expansion of current hours of operation for ADA paratransit services that are beyond those provided on the fixed-route services - The incremental cost of providing same day service - The incremental cost of making door-to-door service available to all eligible ADA paratransit riders, but not as a reasonable modification for individual riders in an otherwise curb-to-curb system - Enhancement of the level of service by providing escorts or assisting riders through the door of their destination - Supporting the administration and expenses related to new voucher programs for transportation services offered by human service providers - Supporting new volunteer driver and aide programs

Further support is provided by JARC and New Freedom for Mobility Management activities that include, in part:

- The promotion, enhancement, and facilitation of access to transportation services, including the integration and coordination of services for individuals with disabilities, older adults, and low-income individuals
- Support for short term management activities to plan and implement coordinated services
- The support of state and local coordination policy bodies and councils
- The operation of transportation brokerages to coordinate providers, funding agencies and customers
- The provision of coordination services, including employer-oriented Transportation Management Organizations' and Human Service Organizations' customer-oriented travel navigator systems as well as neighborhood travel coordination activities such as coordinating individualized travel training and trip planning activities for customers
- The development and operation of one-stop transportation traveler call centers to coordinate transportation information on all travel modes and to manage eligibility requirements and arrangements for customers among supporting programs
- Operational planning for the acquisition of intelligent transportation technologies to help plan and operate coordinated systems inclusive of Geographic Information Systems (GIS) mapping, Global Positioning System technology, coordinated vehicle scheduling, dispatching and monitoring technologies as well as technologies to track costs and billing in a coordinated system and single smart customer payment systems (acquisition of technology is also eligible as a stand alone capital expense)

Recommendation: Through the human service transportation coordination committee, refine ideas for expansion of service, and identify key projects for JARC and New Freedom funds. Develop a brief, but concise plan for the proposed service(s), and coordinate with UDOT to pursue the funding.

Prioritization Criteria:

- **Ease of Implementation:** The human service transportation coordination committee will be well situated for further discussing needs and refining ideas for expanding services. Effort will be required to develop plans for potential JARC and New Freedom projects, but as described above, both JARC and New Freedom funds can be used to develop such plans.

JARC and New Freedom operations grants require a 50% match. Securing the match for the operations portion will be the most difficult aspect of this strategy. All of the local match must be from non-Department of Transportation federal sources. This may cause some concern on behalf of decision makers and operators. The human service transportation coordination committee members involved with pursuing the JARC and New Freedom funds will need to exercise creativity in identifying local match options to stem the concern associated with generating the funds locally. Examples of local match include state or local appropriations; other non-DOT Federal funds; dedicated tax revenues; private donations; revenue from human service contracts; toll revenue credits; and net income generated from advertising and concessions. Non-cash share such as donations, volunteer services, or in-kind contributions is eligible to be counted toward the local match as long as the value of each is documented and supported, represents a cost, which would otherwise be eligible under the program, and is included in the net project costs in the project budget. The human service transportation coordination committee should engage the business community as a partner in the coordination process and as a potential contributor to the local 50% match. Coordination with human service providers, and a broad look at other coordination opportunities (such as Strategy 3, above) may also provide ideas for sources of local match.

- **Needs Addressed:** Expanded services would address the need for new service in growing and outlying portions of the Dixie MPO area. This need was expressed in many of the surveys collected, and was also a common theme heard during the Dixie MPO transportation workshop.
- **Position within Critical Path:** The opportunity presented by JARC and New Freedom funds to address the needs associated with growth and lack of service in the Dixie MPO area make this strategy an appealing strategy for early implementation. However, the grants are competitive, and require significant lead times and planning efforts. In addition, the local match will require some creative identification of supplemental funding sources on behalf of the committee members. It is recommended that such efforts would benefit from being implemented after the human service transportation coordination committee is established.

STRATEGY 6 – ESTABLISH A RURAL PLANNING ORGANIZATION

Discussion: Discussions between the Five County AOG and UDOT have begun regarding the establishment of an RPO in the Washington County Area. The current plan is for a three-tier approach, with an RPO initially being developed to address planning issues in Washington

County, outside of the MPO boundaries. Later the RPO would be expanded to Cedar City, then in the third tier to Beaver County.

An RPO would provide a forum for rural areas that are outside of the MPO to begin addressing transportation issues. Agencies also expressed a need to become familiar with city and county plans for future land use expansion. An understanding of where growth will occur will help transportation agencies plan for expansion of services. Currently this dialogue is facilitated by the MPO for the urban cities of St. George, Ivins, Santa Clara, Washington, Hurricane, La Verkin and Toquerville, but not for other cities outside of the MPO boundary. And RPO would facilitate a discussion about growth outside of the MPO.

Recommendation: Members of the human service transportation coordination committee should be aware of the plans associated with developing and RPO, and potentially appoint a person to routinely contact the RPO sponsors. The contact person would keep the human service transportation coordination committee apprised of new developments associated with the RPO. The human service transportation coordination committee would not be directly involved in forming the RPO. Once the RPO is established however, it is recommended that a representative from the RPO be added to the human service transportation coordination committee.

Prioritization Criteria:

- Ease of Implementation: Five County AOG will be the champion to establish the RPO. Although the creation of an RPO will require buy in from cities and UODT, this is not something that the human service transportation coordination committee will be responsible for. The support role envisioned for the human service transportation coordination committee will be easy to implement.
- Needs Addressed: The RPO will provide a forum for addressing long term planning needs associated with human service transportation coordination in outlying areas of Washington County.
- Position within Critical Path: This strategy supports long term planning. No short term strategies are dependent upon an RPO being established.

STRATEGY 7 – ESTABLISH A REGIONAL TRANSIT AUTHORITY

Discussion: It was suggested at the Dixie MPO transportation workshop that a long-term goal for agencies and cities in the Dixie MPO area is to establish a regional transit authority. This goal would reduce the inter-jurisdictional funding issues associated with transportation being funded at the municipal level, as this is currently the case. It would also allow for improved economies of scale. As a single provider, it would have lower overhead than multiple providers serving the same geographic region would.

Recommendation: Within the next three – five years, create a regional transit authority that serves a logical region centered on St. George with connections to rural communities in the surrounding area.

Prioritization Criteria:

- **Ease of Implementation:** This idea requires political support. It may also require a dedicated tax for transit. However, since it is recommended as a long term strategy, the other strategies identified above will have an effect on public and elected officials' opinions of transit. These strategies may improve the long term feasibility of establishing a transit authority for the Dixie MPO and surrounding areas.
- **Needs Addressed:** A regional transit authority would address the need for funding for operating expenses by establishing a dedicated and authorized funding source for public transit. The strategy is broader than human service transportation, and addresses needs that are beyond the scope of the human service focus of this document and current effort.
- **Position within Critical Path:** This strategy is a long term strategy that should be implemented after the immediate and short term strategies identified above have been successfully implemented.

PRIORITIES

A ranking of immediate, short term and long term has been given for each of the strategies based on the evaluation of each of the three criteria (see chapter 3 for additional details):

- Ease of Implementation
- Needs Addressed
- Position within Critical Path.

Ease of Implementation: Strategies relatively easy to address received a higher priority than those that require substantial dedication of resources or are difficult to complete because they address complex issues.

Needs Addressed: Strategies addressing multiple needs were prioritized higher than those that address fewer needs.

Position within Critical Path: Strategies received a higher priority if they are positioned early on the critical path. This mean if a strategy must be implemented before other strategies can be implemented, it receives a higher priority.

The prioritization rankings given are fairly subjective and are based on professional judgment applied by the practitioners involved in developing the plan. These priorities are simply recommendations, not requirements. Dixie MPO should interpret these recommendations with an understanding of the context of local conditions.

IMMEDIATE GOALS (HIGH)

Strategy 1 – Conduct regularly scheduled Human Service-Public Transportation Coordination Meetings

Strategy 2 – Educate service providers and local elected officials about the benefits of coordination, opportunities to coordinate, and issues associated with coordination

SHORT TERM GOALS (MEDIUM)

Strategy 3 – Facilitate opportunities for service providers to pool resources

Strategy 4 – Discuss NEMT services and issues with statewide provider

Strategy 5 – Utilize JARC funds to expand existing Fixed Route services to outlying employment and service centers

LONG TERM GOALS (LOW)

Strategy 6 – Establish a Rural Planning Organization

Strategy 7 – Establish a Regional Transit Authority

APPENDICES

APPENDIX A: COORDINATION TOOL BOX

The coordination toolbox is designed to give AOG and MPO staff, human service providers, and decision makers practical tools to coordinate transportation service in the State of Utah.

The tool box contains:

- Agency Contact Lists
- Examples of interagency agreements and other legal templates relating to coordination
- CCAM Final Policy Statement on Coordinated Human Service Transportation Planning
- CCAM Final Policy on Vehicle Resource Sharing

AGENCY CONTACT LISTS

The toolbox includes contact lists for human-service providers previously involved in the efforts associated with the development of the RCTP, specific to each association of governments' area. The contact lists are not comprehensive and over time should be expanded as human-service providers highlight their interest in transportation coordination efforts.

EXAMPLE DOCUMENTS

The tool box also contains examples of interagency agreements which can be used to enhance coordination. These are examples of the types of legal documents that can be developed between transportation providers and coordinating agencies to assist in overcoming legal and administrative hurdles associated with coordination. These documents were taken from the Toolkit for Rural Community Coordinated Transportation Services (TRCP 101), developed by the Transportation Cooperative Research Program. The inclusion of this material does not imply endorsement of a particular product method or practice from Transportation Research Board, AASHTO, Federal Highway Administration, Transit Development Corporation, Federal Transit Administration, Federal Aviation Administration, or Federal Motor Carriers Safety Administration.

CCAM FINAL POLICY ON COORDINATED HUMAN SERVICE TRANSPORTATION PLANNING

The third document provided in the tool box is the Federal Interagency Coordinating Council on Access and Mobility's (CCAM) final policy statement on coordinated human service transportation planning. This document explains that federal grant recipients involved in providing and funding human service transportation need to plan collaboratively to more comprehensively address the needs of the populations served by federal programs.

CCAM FINAL POLICY ON VEHICLE RESOURCE SHARING

The last document provided in the tool box is the Federal Policy on Vehicle Resource Sharing. This document explains that many federal grant recipients mistakenly assume that vehicles cannot be shared because of program eligibility requirements. For example, out of fear of violating federal eligibility requirements some grant-recipients do not permit vehicles and rides to be shared with other federally-assisted program clients or with other members of the riding public. The policy guidance clarifies that federal cost principles do not restrict grant-recipients to serving their own clients. On the contrary, applicable cost principles enable grant-recipients to share the use of their own vehicles only if the cost of providing transportation to the community is also shared. This maximizes the use of all available transportation vehicles and facilitates access to community and medical services, employment and training opportunities, and other necessary services for persons with disabilities, individuals with low-income, and senior citizens.

AGENCY CONTACT LISTS

TABLE 38: BEAR RIVER AOG AREA AGENCY CONTACT LIST

Agency Name	Contact Person	Phone Number	Street Address	City, State, Zip	Email
Bear River Activity and Skill Center	Stephanie Lloyd	435-755-0571	809 N. 800 E.	Logan, UT 84321	shlloyd@cpd2.usu.edu
Bear River Agency on Aging	Michelle Benson	435-752-7242	170 N. Main Street	Logan, UT 84321	michelleb@braq.utah.gov
Bear River AOG	Brian Carver	435-752-7242	170 N. Main Street	Logan, UT 84321	brianc@braq.utah.gov
Bear River Health Department		435-792-6500	655 E. 1300 N.	Logan, UT 84341	
Bear River Mental Health	Dan Megan	435-752-0752	90 E. 200 N.	Logan, UT 84321	danm@brmh.com
Box Elder County Jail	David Freeze	435-734-3846	52 S. 1000 W.	Brigham City, UT	
Brigham City Community Hospital	Judy Hoppie	435-734-4358	950 S. 500 W.	Brigham City, UT	
Brigham City Senior Center	Nancy Green	435-723-3303	24 N. 300 W.	Brigham City, UT 84302	nancyjog@hotmail.com
Cache Community Food Pantry	Matt Whitiker	435-753-7140	359 S. Main Street	Logan, UT	cachefoodpantry@gmail.com
Cache County Senior Center	Tom Hogan	435-716-7190	240 N. 100 E.	Logan, UT 84321	tomhogan2000@yahoo.com
Cache Employment & Trng.	Kae Lynn Beecher	435-752-7952	275 W. 400 S.	Logan, 84321	cetcinc@hotmail.com
Cache Valley Community Health Clinic	Heidie Moser	435-752-7060	272 ½ N..Main Street	Logan, UT 84321	lohmoser@ie.com
City of Logan - Logan Transit District	Todd Beutler	435-716-9695	255 N. Main Street	Logan, UT 84321-3914	tbeutler@loganutah.org
Common Ground	Samantha McFarland	435-713-0288	335 N. 100 E.	Logan, UT 84321	sammie@cgadventures.org
Community Food Pantry	Rae Riser	435-723-1449			
Department of Workforce Services - Brigham City	Jill Bingham	435-734-4004	1050 S. Medical Drive (500 W.)	Brigham City, UT 84302	jbingha2@utah.gov
Department of Workforce Services - Logan	Debbie Sparks	435-792-0317	180 N. 100 W.	Logan, UT 84321	debbiesparks@utah.gov
Franklin County Medical Center	Berni Ball or Muriel Garvis	208-852-1937	44 N. 100 E.	Preston, ID 83263	
Hyrum Senior Center	Kristine Johnson	435-245-3570	675 E. Main Street	Hyrum, UT 84319	hyrumseniors@pcu.net
Laidlaw Transportation	Nathan Coats	435-752-1786	1770 N. Research Parkway Suite 111	North Logan, UT 84341	
Like Skills and Individual Needs Center	Michelle Wilson	435-723-3913	862 S. Main Street, Suite 8	Brigham City, UT 84302	linc@xmission.com
Lincoln Center boys and girls Club	Jenny Schulze	435-723-0887	271 N. 100 W.	Brigham City, UT 84302	jschulze@bgcbe.org
Logan City Meeting Location		435-716-9300	290 N. 100 W.	Logan, UT 84321	
Logan Regional Hospital	Ramona Fannesbeck	435-716-5324	1400 N. 500 E.	Logan, UT 84321	ramona.fannesbeck@ihc.com
Northwest Band of the Shoshone	Robin Troxell	800-310-8241	707 N. Main Street	Brigham City, UT 84302	t_roxell@yahoo.com

Utah's Coordinated Human-Service Public Transportation Plan

Agency Name	Contact Person	Phone Number	Street Address	City, State, Zip	Email
OPTIONS for Independence	Cheryl Atwood	435-753-5353	1095 N. Main Street	Logan, UT 84321	catwood@optionsind.org
Peach Tree Residential Center	Lacey Jensen	435-723-0683	971 S. 800 W.	Brigham City, UT 84302 - 3042	
Pioneer Care Center	Becky Smoot	435-723-5289	815 S. 200 W.	Brigham City, UT	
Providence Assisted Living Center	Lori Redden (Activities Director)	435-792-4770	233 N. Main Street	Providence, UT 84332	
Retired and Senior Volunteer Program (R.S.V.P)	Laurel McBride	435-716-7190	240 N. 100 E.	Logan, UT 84321	laurel@cache.net
Rich County Senior Citizens	Bill Cox	435-793-2122			rcaging@allwest.net
Smithfield Senior Center	Diane Haslam	435-563-8822	348 E. 300 S.	Smithfield, UT 84335	
Sos Staffing		435-723-2450	84 S. Main Street	Brigham City, UT 84302 - 2527	
Sunshine Terrace	Sara Sinclair	435-752-0411 or 752-9321	225 N. 200 W.	Logan, UT 84321	
The Workforce		435-723-7226	112 N. Main Street	Brigham City, UT 84302 - 2118	
Tremonton Food Pantry	Marian Layne	435-257-2650	150 S. Tremonton	Tremonton, UT	mLAYNE@tremontoncITY.com
United Way of Cache Valley	Mary Prudent	435-753-0317			unitedwayofcache@aol.com
USU Disability Resource Center	Diane Baum	435-797-2444	0101 Old Main Hill	Logan, UT 84322	Diane.baum@usu.edu
Utah State "Aggie Shuttle"	Alden Erickson	435-797-3470	840 E. 1250 N.	Logan, UT 84322	
Utah State Office of Rehabilitation	Daien Orme	435-734-9408	275 W. 1100 S.	Brigham City, UT 84302	dorme@utah.gov
Utah Transit Authority	Trevin Blaisdell	801-743-3882	2393 Wall Avenue	Ogden, UT 84401	tblaisdell@rideuta.com
Utah Transit Authority	Kent Jorgenson	801-743-3882	2393 Wall Avenue	Ogden, UT 84401	
Vocational Rehabilitation	Clair King	435-734-9708	275 W. 1100 S.	Brigham City, UT 84302	acking@utah.gov
Vocational Rehabilitation	Norma Whitney	435-787-3484	115 W. Golf Course Road. Suite D	Logan, UT 84321	nwhitney@utah.gov
	Colyn Flinders		150 N. Washington	Ogden, UT 84404	cfinders@utah.gov

TABLE 39: UINTAH BASIN AOG AREA AGENCY CONTACT LIST

Agency Name	Contact Person	Phone Number	Street Address	City, State, Zip	Email
Active Re-Entry Independent Living Center	Joane Janes	435-789-4021	47 N. 100 E. 83-15	Roosevelt, UT 84066	jjanes@arecil.org
Ashley Valley Medical Center	Si Hutt	435-789-3342	151 W. 200 N.	Vernal, UT 84078	
Beehive Homes Assisted Living		435-789-6969	940 N. 2335 W.	Vernal, UT 84078	
Clinic in Altamont	Bradley LeBaron	435-454-3173	15548 W. 4000 N.	Altamont, UT 84001	
Clinic in Tabiona	Bradley LeBaron	435-848-5509	38080 W. SR 35	Tabiona, UT 84072	
Daggett County Senior Program	Andrea Scott	435-784-3143			
Department of Child and Family Services	Matt Watkins	435-281-4250	1052 W. Market Drive	Vernal, UT 84078	
Department of Health - Roosevelt	Jacoy Richens	435-722-6500	140 W. 425 S. 330-13	Roosevelt, UT 84066	
Department of Workforce Services - Roosevelt	Toni Ansel	435-722-6500	140 W. 425 S. 330-13	Roosevelt, UT 84066	tansel@utah.gov
Department of Workforce Services - Vernal	Margo Weeks	435-781-4100	1050 W. Market Dr	Vernal, UT 94078	mweeks@utah.gov
Dept. of Health - Vernal	Kimberley Karren	435-781-4100	1050 W. Market Dr	Vernal, UT 94078	
District Office - Vocational Rehab	Carol Rogers	435-636-2820	662 W. Price River Drive	Price, UT 84501-2839	ckrogers@utah.gov
Division of Services for People with Disabilities	Barbara Aker	435-789-9336	980 W. Market Drive	Vernal, UT 84078	bjaker@utah.gov
Duchesne County Senior Program	Diana Jenson	435-722-4518	330 E. 100 S.	Roosevelt, UT 84066	
Manila Senior Citizen	Judy Kelley	435-784-3143			judyk@myvocom.net
Northeast Counseling	Robert Hall, Clinical Director	435-789-6300	1140 W. 500 S.	Vernal, UT 84078	roberth@nccutah.org
Northeastern Services	Ercel Johnson	435-722-3502	980 W. Market Drive	Vernal, UT 84078	ercel44@yahoo.com
Rise - Roosevelt	Connie	435-722-3935	687 N. 600 E.	Roosevelt, UT 84066	
Rise - Vernal	Sherry Bird	435-789-4567	11 E. 200 N.	Vernal, UT 84078	risesbird@ubtanet.com
Roosevelt Office - Vocational Rehab	Barbara Burke	435-722-3573	1100 E. Lagoon	Roosevelt, UT 84066-3099	bburke@utah.gov
Stewards (See Uintah basin Medical Center Assisted Living)					
Tri-County Health Department	Joseph Shaffer	435-781-5472	147 E. Main Street	Vernal, UT 84078	jshaffer@utah.gov
Uintah Basin AOG Roosevelt	Norma Jurado	435-722-4518	330 E. 100 S.	Roosevelt, UT 84066	normaj@ubaog.org
Uintah Basin Coordination Committee Chair			Bob Gilbert		
Uintah Basin Medical Center	Bradley LeBaron	435-722-4691	250 W. 300 N. (75-2)	Roosevelt, UT 84066	

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Agency Name	Contact Person	Phone Number	Street Address	City, State, Zip	Email
Uintah Care Center	Wayne Dunbar	435-781-3500	510 S. 500 W.	Vernal, UT 84078	wddunbar@co.uintah.ut.us
Uintah County Senior Program	Brenda Foster	435-789-2169	155 S. 100 W.	Vernal, UT 84078	Bfoster@co.uintah.ut.us / Lmartin@co.uintah.ut.us
Utah State University, Uintah Basin Applied Technology College	Drive Guy Denton	435-722-2294	987 E. Lagoon 124-9	Roosevelt, UT 84066	guyd@ext.usu.edu
Ute Indian Tribe Senior Citizen's Program	Doyle Cesspooch			Ft. Duchesne, UT 84026	
Ute Tribe Business Committee	Maxine Natches	435-722-5141			
UTE Tribe Transit	Woodrow Cesspooch	435-722-2245			woodyc@utetribe.com
Vernal City Cab	Ask for the manager	435-790-1212	54 W. Main Street	Vernal, UT 84078	
Vernal Office - Vocational Rehab	Dan Wheeler	435-789-0273	1680 W. Highway 40, Suite 106D	Vernal, UT 84078-4135	ggmiller@utah.gov

TABLE 40: MOUNTAINLAND AOG AREA AGENCY CONTACT LIST

Agency Name	Contact Person	Phone Number	Street Address	City, State, Zip	Email
All Resort		435-649-3999	1821 Sidewinder Drive	Park City, UT 84060	
AOG/COG Local Homeless Coordinating Committee	Larry Ellertson	801-370-8000			
Chrysalis Enterprises		435-649-8032	1960 Sidewinder Drive	Park City, UT 84060	
Chrysalis Enterprises	Chris Frankowski	801-506-0624	5681 South Redwood Road, #24	Taylorsville, UT 84123	chris.frankowski@gochrysalis.com
Chrysalis Enterprises	Tamatha Smith	435-640-4061	1960 Sidewinder Drive #204	Park City, UT 84060	tamatha.smith@gochrysalis.com
Columbus Community Center	Dean Hoffman	801-262-1552	3495 S. West Temple	Salt Lake City, 84115	
Columbus Community Center	Dean Hoffman	801-262-1552	3495 S. West Temple	Salt Lake City, UT 84115	
Danville Services Corporation	Ben Johnson	435-657-0494	36 E. 400 N.	Heber City, UT 84032	
Danville Services Corporation	Ben Johnson	435-657-0494	36 E. 400 N.	Heber City, UT 84032	bjohnson@danserv.com
DDI Vantage	Kevin Morris	801-266-3939	535 E. 4500 S.	Murray, UT 84107	
Heber City Employment Center		435-654-6520	69 North 600 West Suite C	Heber, UT 84032	
Heber City Employment Center	Violet Smit	435-654-6520	69 North 600 West Suite C	Heber, UT 84032	vsmit@utah.gov
Heber Valley Counseling	Dennis Hansen	435-654-3003	55 S 500 E	Heber City, UT 84032	dhansen@co.wasatch.ut.us
Heber Valley Counseling	Jenny Pinter	435-657-3231	55 S 500 E	Heber City, UT 84032	jpinter@co.wasatch.ut.us
Innovative Care Giving Resources		435-657-0255	5370 Lake Creek Rd.	Heber City, UT 84032	
Mountainland Association of Governments	Shawn Seager	801-229-3837	586 East 800 North	Orem, Utah 84097	sseager@mountainland.org
Mountainland Association of Governments	Chadd Eccles	801-229-3824	586 East 800 North	Orem, Utah 84097	ceccles@mountainland.org
Mountainland Association of Governments	Scott McBeth	801-229-3805	586 East 800 North	Orem, Utah 84097	smcbeth@mountainland.org
Mountainland Community Housing Trust		435-647-9719	1960 Sidewinder Drive, Suite 107	Park City, UT	
North Summit Senior Citizens Center		435-336-2622	150 E. Park Rd.	Coalville, UT 84017	
North Summit Senior Citizens Center	Susan Ovard	435-336-3200	150 E. Park Rd.	Coalville, UT 84017	sovard@co.summit.ut.us
North Summit Senior Citizens Center	Harold Donaldson	435-336-2622	150 E. Park Rd.	Coalville, UT 84017	
Park City Senior Citizens Center	William Lence	435-649-7261	1361 Norfolk Avenue	Park City, Ut 84060	
Park City Transit	Eric Nasset	435-615-5356			

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Agency Name	Contact Person	Phone Number	Street Address	City, State, Zip	Email
Park City Transit	Kent Cashel	435-615-5360			jerry@parkcity.org ; cashel@parkcity.org ; eneset@parkcity.org
Park City Transportation, Inc.	Al Noble	435-649-8567	1555 Lower Iron Horse Loop	Park City, UT 84060	
Park City Transportation, Inc.	Al Noble	435-649-8567			
Peace House (Domestic Violence Shelter)	Karen Koerselman	435-647-9161	1960 Sidewinder Drive, Suite 214	Park City, UT 84060	hillary@peacehouseinc.org
Rocky Mountain Care		435-654-5500	160 W. 500 N.	Heber City, Ut 84032	
Rocky Mountain Care	Stella Mitchell	435-654-5500	160 W. 500 N.	Heber City, Ut 84032	stellamitchell@r.m.c.com
Snyderville Basin Transit District	Eric Nessel	435-561-5535			
South Summit Senior Citizens Center	Myrla Wilde	435-783-4311			
Summit County	Anita Lewis	435-336-3220			
Summit County Public Works	Kevin Calahan	435-336-3220	60 N. Main Street	Coalville, UT 84017	kcallahan@co.summit.ut.us
Summit County Public Works	A. Lewis	435-336-3220	60 N. Main Street	Coalville, UT 84017	alewis@co.summit.ut.us
UCAN		801-840-4200	5360 S Ridge Village Drive	Salt Lake City, UT 84118	
United Way Community Services	William Hultstrom	801-374-2588	148 N. 100 W.	Provo, UT 84603	bhultstrom@unitedwayuc.org
United Way Community Services	Lopini Wolfgramm	801-374-9306	148 N. 100 W.	Provo, UT 84603	lwolfgramm@unitedwayuc.org
Utah Valley State College (Heber Campus)	Shad Sorrenson	435-654-6482	311 N. College Way	Heber, UT 84032	
Vocational Rehabilitation	Charrolett Rahfeild	435-657-0629	175 N. Main Street. Suite B3	Heber City, UT 84032	crahfield@utah.gov
Wasatch County School District	Terry Shumaker	435-654-0280	101 E. 200 N.	Heber, UT 84032	kay.phillips@wasatch.edu ; jane.golightly@wasatch.edu
Wasatch County Seniorr Ctr, Heber	Stephen B. Mahoney	435-654-4920	465 E. 1200 S.	Heber City, UT 84032	
Wasatch County Victim Assistance	Lynn Robertson	435-657-3300	55 S. 500 E.	Heber, UT 84032	lrobertson@co.wasatch.ut.us
Wasatch Economic Development	Paul Kennard	435-654-3666	475 N. Main Street	Heber, UT, 84030	pkennard@co.wasatch.ut.us

TABLE 41: SIX COUNTY AOG AREA AGENCY CONTACT LIST

Agency Name	Contact Person	Phone Number	Street Address	City, State, Zip	Email
Cedar Canyon Senior Apartments		435-896-8705			
Community Careers and Support Services	John Robinson	435-896-8461			ccss@hubwest.com
Community Careers and Support Services - Delta	Deana Crafts	435-864-4383			deana_c2@yahoo.com
Department of Workforce Services - Richfield	Judy Ainsworth	435-893-0003	115 E. 100 S.	Richfield, UT 84701	jainswo@utah.gov
Department of Workforce Services - Delta	Terry Lisonbee	435-864-3860	44 S. 350 E.	Delta, UT 84624	tlisonbee@utah.gov
Department of Workforce Services - Manti	Todd Jorgensen	435-835-0740	55 S. Main Street, Suite 3	Manti, UT 84642	tjorgen@utah.gov
Division of Rehabilitation Services	Aaron Matthews	435-896-1470	1158 S. Highway 118	Richfield, UT 84701	
Division of Services for People with Disabilities	L. Felt	435-896-1272	201 E. 500 N.	Richfield, UT 84701	lfelt@utah.gov
East Juab Senior Center	Evelyn Ballow	435-623-7306	146 N. Main Street	Nephi, UT 84648	
Ephraim Senior Center	Carolyn Tidwell	435-283-6310			epsenior@burgoyne.com
Gunnison Senior Center	Kerry Payne	435-528-3781			
Horizon Home Health	Maria Allen	435-896-8938	146 N. Main Street	Richfield, UT 84701-2163	maria.allen@gentiva.com
Manti Senior Center	Lynda Bennett	435-835-2041	49 N. Main Street	Manti, UT 84642	
Moroni Senior Center	Betty Nicholls	435-436-8275			
Mosaic	Heather Frandsen	435-623-0140			
North Sevier Senior Center	Correen Johnson	435-529-3901	330 W. Main Street	Salina, UT 84654	
Pahvant Valley Senior Center	Virginia Josse	435-743-5428			vdjosse@hotmail.com
Palisade Pals, Inc.	Bill Peterson	435-835-0531	302 S. Main Street	Manti, UT 84642	palisadepals@mail.manti.com
Piute Senior Center	Ilon Midav	435-577-2183			
Red Rock Center for Independence	Gary Owen	435-673-7501	515 W. 300 N., Suite A	St. George, UT 84770	gowens@rrci.org
Sanpete Community Training	Tyler Larsen	435-283-4718			sancomtrng4life@hotmail.com
Scipio Senior Center	Eileen Thompson	435-758-2449	50 N. Main Street	Scipio, UT 84656	
Sevier County Senior Citizens Center	Georgette Harvey	435-896-6807	840 N. 300 W.	Richfield, UT 84701	
Six County AOG	Dorothy Spens	435-896-9222 Ext. 22	250 N. Main Street	Richfield, UT 84701	dmuir@sixaog.state.ut.us
Six County AOG	Christensen, Judy	435-896-9222 Ext. 19	250 N. Main Street	Richfield, UT 84701	jchriste@sizaog.state.ut.us

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Agency Name	Contact Person	Phone Number	Street Address	City, State, Zip	Email
Six County AOG	Cowley, Russell	435-896-9222 Ext. 12	250 N. Main Street	Richfield, UT 84701	rcrowley@ext.usu.edu
South Sevier Senior Center	Brenda Sorenson	435-527-4061	140 W. 100 S.	Monroe, UT 84754	
Turn Community Services	Rusty Nelson	435-893-8787	146 N. Main Street	Richfield, UT 84701	
Wayne County Health	Ramona Larsen	435-425-3744	18 S. Main Street Courthouse	Loa, UT, 84747	rlarsen@scInternet.net
Wayne County Senior Center, Loa	Renee Clark	435-425- 2115/435-425- 2089			
West Millard County Senior Center	Jan Smith	435-864-2682			

TABLE 42: SOUTHEASTERN UTAH AOG AREA AGENCY CONTACT LIST

Agency Name	Contact Person	Phone Number	Street Address	City, State, Zip	Email
Active Re-Entry	Nancy Bentley	435-637-4950	10 S. Fairgrounds Road	Price, UT 84501	nbentley@arecil.org
Active Re-Entry	Joey Allred	435-259-0245	182 N. 500 W.	Moab, UT 84532	
AOG Local Homeless Coordinating Committee	Audrey Graham	435-259-1346			
AOG Local Homeless Coordinating Committee	Toni Turk - Blanding Mayor	435-678-1218			tturk@sanjuanschools.org
Blanding Center AAA	Jolynn Orr	435-678-2427	177 E. 200 N.	Blanding, UT 84511	
Blanding DWS	Lucy Johnson/ Alfrieda Haycock	435-678-1409	544 N. 100 E.	Blanding, UT 84511	lujohnson@utah.gov
Blanding DWS	Steve Jensen/ Alfrieda Hancock	435-678-1415	544 N. 100 E.	Blanding, UT 84511	sjensen@utah.gov
Bluff Center on Aging	Marylou Harvey	435-672-2390	P.O. Box 205	Bluff, UT 84512	
Carbon Senior Center	Vicki Bowman	435-637-5880	451 Denver Avenue	East Carbon City, UT 84520	
Care-A-Van (Southeast Dept. of Health)	Patsy Hough	435-637-3671 x25 or 1-800-250-4022	28 S. 100 E.	Price, UT 84501	phough@utah.gov
Castle Valley Center	Michael (Mike) C. Keller / Cathy Lamph	435-637-9150	755 N. Cedar Hills Drive	Price, UT 84501	kellerm@cvc.carbon.k12.ut.us
Castle Valley Center	Michael C. Keller	435-637-9150	755 N. Cedar Hills Drive	Price, UT 84501	lampgc@cvc.carbon.k12.ut.us
Choices Inc.	Jerry Chavez	435-637-5691 435-650-1958 Cell			jerryleechavez@hotmail.com
Chrysalis	Marc Christensen	801-972-7001	531 E. 770 N.	Orem, UT 84097	marc.christensen@chrisalisutah.com
City of Moab	Donna Metzler	435-259-5121	217 E. Center Street	Moab, UT 84532	
Community Development Services	Ann Beeson	435-587-3235	P.O. Box 490	Monticello, UT 84535	
Dept of Workforce Services	Dale Ownby	801-526-9889	P.O. Box 45249	Salt Lake City, UT 84145	
East Carbon Senior Center	Paula Blackburn	435-888-2194	451 Denver Avenue	East Carbon City, UT 84520	
East Carbon Senior Center	Helen Garr	435-888-2071	451 Denver Avenue	East Carbon City, UT 84520	
Emery County DWS	Delena Fish	435-381-6108	550 W. Hwy 29	Castle Dale, UT 84513	
Emery County Nursing Home/ Emery County Care & Rehab	Davis Christensen, or Robert Higby	435-384-2301 Robert's cell: 435-749-1930	P.O. Box 963	Ferron, UT 84523	

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Agency Name	Contact Person	Phone Number	Street Address	City, State, Zip	Email
Emery County Nursing Home/ Emery County Care & Rehab	Robert Higby	435-384-2301	P.O. Box 963	Ferron, UT 84523	
Ferron Nutrition Project	Sharron Allridge	435-384-2243			slallridge@etu.net
Four Corners Behavioral Health	Robert (Bob) Greenberg/ Gordon Hicks	435-637-7200 / 435-637-7200	575 E. 100 S.	Price, UT 84501	ghicks@fourcorners.ws
Four Corners Behavioral Health MOAB	Sharron Relph	435-259-7340	198 E. Center Street	Moab, UT 84532	
Four Corners Behavioral Health Psychosocial Program	Robin Potochnick	435-650-1319	575 E. 100 S.	Price, UT 84501	
Grand Center (Civic Center)	Jodi Ellis	435-259-6623	182 N. 500 W.	Moab, UT 84532	
Grand County Senior Center	Brenda Wyatt	435-259-6623	182 N. 500 W.	Moab, UT 84532	
Grand County Senior Center	Verleen Striblen/ Jodi Ellis	435-259-6623	182 N. 500 W.	Moab, UT 84532	
Green River Senior Center	Joyce Powell/Esther Clark	435-564-8236	123 S. Long	Green River, UT 84525	
Housing Authority of Carbon County	Linda Varner Housing Authority of Carbon County - Director	435-637-5170	251 S. 1600 E.	Price, UT 84501	
Huntington Senior Center	Jim Pierce	435-687-2502	176 W. 100 N.	Huntington, UT 84528	
Moab DWS	Sheryl Nisely	435-719-2601	457 Kane Creek Blvd.	Moab, UT 84532	snisely@utah.gov
Monticello Center AAA	Martha Garner	435-587-2401	80 E. 100 N.	Monticello, Utah 84535	
Navajo Nation Transportation	Barbara Curtis	928-729-4111	P.O. Box 4620	Window Rock, AZ 86515	
Price DWS	Susan Etzel	435-381-6108	475 W Price River Drive, Ste 300	Price, UT 84501	setzel@utah.gov
Price Senior Center	Debbie Kobe Carbon Aging Program - Director	435-637-5080	30 E. 200 S.	Price, UT 84501	dkobe@co.carbon.ut.us
San Juan County Sherriff's Office	Cynthia Black	435-587-2237 ex236	P.O. Box 9	Monticello, UT 84535	
SEUALG AAA	Tammy Golegos	435-587-3225			
SEUALG AAA	Maughan Guymon	435-637-4268 x409	375 S. Carbon Avenue	Price, UT 84501	mguymon@seualg.dst.ut.us
SEUALG	Michelle Kelly SE AOG- Human Services Coordinator	435-637-5444 x410			
SEUALG	Mike Bryant, SE AOG- Planner	435-637-5444 x414			mbryant@seualg.dst.ut.us
SEUALG	Debbie Hatt	435-637-5444 ex411			
SEUALG	Bill Howell	435-637-5444 x405	375 S Carbon Ave	Price, UT 84501	bhowell@seualg.dst.ut.us
TKJ	Terry Jensen	801-943-1860	2413 Royal Lane	Sandy, UT 84093	info@tkjinc.org
United Way	Kate	435-637-8911	45 S. Carbon Avenue, Ste 1	Price, UT 84501	unitedway.seu@hotmail.com

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Agency Name	Contact Person	Phone Number	Street Address	City, State, Zip	Email
Ute Mountain Ute, White Mesa Native Tribe	Selwyn Whiteskunk		P.O. Box JJ	Towaoc, CO 81334	
Ute Mountain Ute, White Mesa Native Tribe	Lyle Phillips (Assistant Director)		P.O. Box JJ	Towaoc, CO 81334	
Work Activity Center	Kathryn (Kate) McConaughy	801-977-9779 x129	1275 W. 2320 S.	West Valley City, UT 84119	kate.mcconaughey@workactivitycenter.org
	Michael Adkinson	435-260-9566	125 Arbor Drive	Moab, UT 84532	madkinson@preciscom.net

TABLE 43: FIVE COUNTY AGENCY CONTACT LIST

Agency Name	Contact Person	Phone Number	Street Address	City, State, Zip	Email
AOG/COG Local Homeless Coordinating Committee	Terrill Clove	435-656-6300			
Beaver Area Health Care Foundation Inc.	Marsha Wong	435-438-7269			mwongtrt@yahoo.com
Beaver Senior Center	Sandi Cosbey	435-438-5313	81 E. Center Street	Beaver, UT 84713	beaverseniors@infowest.com
Beehive Homes of Cedar City	Robert Montgomery	435-867-8641	332 S. 400 E.	Cedar City, UT 84720	beehivebob@msn.com
Cedar Area Transit System	Clint Neilson	435-559-1060	10 N. Main Street	Cedar City, UT 84720	CLINTONL1@msn.com
Cedar City - CATS	Rick Holman	435-586-2912	716 N. Airport Road	Cedar City, UT 84720	
Cedar City Senior Citizens Center	Gary Roe	435-586-0832	489 E. 200 S.	Cedar City, UT 84720	
Chrysalis	Bill Snoddy	435-586-4078	912 N. 2175 W.	Cedar City, UT 84720	bill.snoddy@chrysalisutah.com
Danville	Myrna Bowles	435-586-0390	203 E. Cobblecreek Drive #150	Cedar City, UT 84720	mbowles@danserv.com
Department of Workforce Services - Beaver	Dennie Tsuya	435-438-3586	875 N. Main Street	Beaver, UT 84713	dtsuya@utah.gov
Dixie Advantages	Ray Hunt	435-673-5354	1164 N. 1210 W.	St. George, UT 84770	
Dixie Care and Share	Kara Coop - Director	435-628-3661	131 N. 300 W.	St. George, UT 84770	dixiecs@infowest.com
DSPD	Johanna Batt	435-865-5650	106 N. 100 E	Cedar City, UT 84720	Jbatt@utah.gov
Emerald Point Assisted Living Cedar City	Troy Thane	435-867-0055	990 S. Bentley Blvd.	Cedar City, UT 84720	
Enterprise Senior Citizens Center	Cresha Keele	435-878-2557			clkeele@washco.state.ut.us
Five County Association of Governments	Curt Hutchings	435-673-3548	1070 W. 1600 S. Building B	St. George, UT 84770	chutchings@fcaoq.state.ut.us
Garfield County Senior Citizens Center	Donna Chynoweth	435-826-4317			seniorcenter@seniornet.net
Helping Hands	Scott Neisess	928-640-1805			express@helpinghandsagency.com
Horizon Home Health	Andrea Hansen	435-865-7481	88 E. Fiddlers Canyon Road	Cedar City, UT 84720	andrea.hansen@gentiva.com
Hurricane Senior Center	Linda Rainey	435-635-2089	95 N. 300 W.	Hurricane, UT 84737	llrainey@washco.state.ut.us
Iron County Care and Share Shelter and Food Pantry	Carol Bolsover - Director	435-586-5142	140 E. 400 S.	Cedar City, UT 84720	iccs@netutah.com
Iron County Shuttle and Taxi	Scott Spooner	435-590-0497	431 S Casa Loma Lane.	Cedar City, UT 84720	s49spoon@yahoo.com
Kanab Senior Citizens Center	Renee	435-689-0783	56 W. 450 N.	Kanab, UT 8471	kscdirect@kanab.net
Kane County Senior Center	Fayann Christensen	435-644-4965	56 W. 450 N.	Kanab, UT 84741	kscord@xpressweb.com

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Agency Name	Contact Person	Phone Number	Street Address	City, State, Zip	Email
Kolob Regional Care & Rehabilitation of Cedar City	Glade Hamilton	435-586-6481	411 W. 1325 N.	Cedar City, UT 84720	gladeham@infowest.com
Medicaid Transportation	Jon Ward	801-224-1048			jward@pmuscorp.com
Milford Valley Memorial Hospital	Shirlene Ashley	435-387-2411	451 N. Main Street	Milford, UT 84751	shirlene.ashley@utahtelehealth.net
Mission Health Services, Hurricane	Dottie Gonthier	435-635-9833	416 N. State St.	Hurricane, UT 84737	dottie@missionhealthservices.org
Oasis	Brody Johnson	435-586-0213			bjohnson@swcbh.com ; nsmith@swcbh.com
Paiute Indian Tribe of Utah, Attn: Judy Cranford	Judy Cranford	435-586-1112 x401	440 N. Paiute Drive	Cedar City, UT 84720	
Panguitch Senior Citizens Center	Dora Galvan	435-676-1140	55 S. Main Street	Panguitch, UT 84759	
Parowan Senior Citizen Center (Iron County Aging Council)	Connie Lloyd	435-477-8385	68 S. 100 E.	Parowan, UT 84761	connie@ironcounty.net
Red Rock Center for Independence	Kim Lister	435-691-7724			hounddog@infowest.com
Red Rock Center for Independence	Gary Owens	435-673-7501	515 W. 300 N. Suite A	St. George, UT 84770	gowens@rrci.org
Social Security Office St George	Deb Fogarty	435-673-4820 x1201	923 S. River Run Road	St. George, UT 84770	
SunTrans	Ryan Marshall	435-673-8726	953 Redhills Parkway	St. George, UT 84770	ryan.marshall@sgcity.org
Turn Community St. George	Susan Johnson	435-673-5251	3424 S. River Road.	St. George, UT 84790	ccturn@qwest.net
Valley View Medical Center (Hospital) Cedar City	Ethan Shumway	435-868-5000	1303 N. Main Street	Cedar City, UT 84720	ethan.shumway@intermountainmail.org
Washington County ARC	Edna Henke	435-673-5251 x102	334 W. Tabernacle Street. # F	St. George, UT 84770	
Washington County Minibus	Vince McFadden	435-634-5743	245 N. 200 W.	St. George, UT 84770	vjmcfadd@washco.state.ut.us
Washington County Senior Center in St. George	Betty McCarty	435-634-5716	245 N. 200 W.	St. George, UT 84770	
Workforce Service Cedar City	Liz Labato	435-865-6543	176 E. 200 N.	Cedar City, UT 84720	llobato@utah.gov
Workforce Service Kanab	Stephen Lisonbee	435-644-8910	468 E. 300 S.	Kanab, UT 84741	slisonbee@utah.gov
Workforce Service Panguitch	Jolene Costigan	435-676-8893 x13	665 N. Main Street	Panguitch, UT 84759	jcostiga@utah.gov
Workforce Service St. George	Fran Cannard	435-986-3510	40 S. 200 E.	St. George, UT 84770	fcannard@utah.gov

EXAMPLE DOCUMENTS

SAMPLE MEMORANDUM OF UNDERSTANDING

MEMORANDUM OF AGREEMENT BETWEEN [Party One] and [Party Two]

Background:

The [Party One], hereinafter referred to as [], and [Party Two], hereinafter referred to as [], have many common interest and currently work together in a number of areas, including the provision of transportation services to the citizens/customers in one of the five counties of the [Party One] service area of [state]. We share common interest and both have unique roles and responsibilities. Through this agreement both agencies express their intent to collaborate and coordinate through utilization of data collection, planning strategies, and program design techniques to ensure efficient use of transportation resources and coordinated access to services.

Purpose:

The purpose of this memorandum is to establish a basic framework for collaboration, cooperation and coordination between [Party One] and [Party Two] in the planning and implementation of a pilot Coordinated Transportation System, hereinafter referred to as CTS, Which will enable identification and selection of a system for coordination and delivery of transportation services.

Objectives:

1. To explore methods that will allow for data collection and analysis and develop procedures required for implementation of a coordinated transportation system.
2. To assist the members of the Coordination Consortium in determining the cost feasibility of coordination within their respective service community.
3. To provide mechanisms for the integration of services provided by other community providers to ensure a comprehensive coordinated service delivery system.
4. To maintain the integrity of each human service provider's mission while enhancing specialized support services contributing to that mission.

Methods:

1. To develop efficient routing alternatives, reduce duplication of routes and overlapping of service schedules, and generate necessary resources for successful implementation of the project.
2. To continue collaboration to maintain awareness of needs and revision to project.
3. To share information and resources to support the success of a coordinated service delivery system.
4. To establish a network of transportation providers to monitor and evaluate the success of a coordinated service delivery system.
5. To safeguard the quality of services expected by agency administrators and customers to ensure that needs of customers are kept at the forefront of the project.

6. To evaluate the effectiveness of the coordinated transportation project and report finding to Consortium members and the [state] Department of Transportation.

The undersigned agree to uphold the terms of this agreement for the period of time that the project is being administered. Once an acceptable and cost effective system is identified by consensus agreement among the active participants, each participating organization will be free, subject to the will of its policy board, to elect active participation in the project.

EXECUTIVE DIRECTOR
[PARTY ONE]

EXECUTIVE DIRECTOR
[PARTY TWO]

SAMPLE AGREEMENT OF COOPERATION BETWEEN THE TRANSPORTATION OPERATOR AND THE BOARD OF COUNTY COMMISSIONERS

This Agreement is entered into by and between the Transportation Operator (TO) and the Board of County Commissioners (BCC), for the County Department of Human Services (CDHS). This Agreement is for the purpose of meeting the transportation needs of the CDHS's TANF participants and other persons receiving CDHS services through the County Transportation Coordination (CTC) program.

1. **Whereas**, the BCC created the County Transportation Coordination Coalition and the Transportation Coordination Steering Committee to improve transportation services in County through coordination of available transportation services, and
2. Whereas, the BCC has empowered the Transportation Coordination Steering Committee to set policy and oversee the implementation of coordinated transportation services, and
3. Whereas, the Transportation Coordination Steering Committee has adopted a Service Plan for Transportation Coordination, and
4. Whereas, the TO is the lead agency in County for the implementation of coordinated transportation services, and
5. Whereas, the CDHS wishes to meet its transportation needs through the CTC with TO as the lead agency for implementation of these transportation services, and

Responsibilities of the TO

The TO will have the following responsibilities:

- a) Ensuring that only persons determined to be eligible by CDHS will receive transportation services paid for by CDHS.
- b) Ensuring that transportation providers under contract to TO meet or exceed the service standards established by CDHS.
- c) Scheduling all passenger trips in a coordinated manner with the transportation requirements of other participating agencies so that transportation services are shared operated in the most cost-effective and cost-efficient manner.
- d) Reporting to CDHS the appropriate information, including but not limited to trips and TANF participants, which CDHS requires for its county, state, and federal reporting requirements.
- e) Submitting to CDHS invoices for services provided supported by information CDHS requires to ensure that the services it purchases are for persons eligible under the CDHS/TA agreement.

Responsibilities of CDHS

The CDHS will have the following responsibilities:

- a) Establishing the service standards that TO will be required to meet in providing transportation services to CDHS so that CDHS is able to meet its program requirements.

- b) Establishing the eligibility of its clients for specific transportation services.
- c) Working with TO to determine, on a trip by trip basis, if fixed route service can be used to meet a travel need.
- d) Working with TO to see that eligible clients for whom SST service is the best option are registered for SST service.
- e) Ensuring that CDHS clients know that they must contact TO to schedule SST service and should contact TA for information they may need to use fixed route service.
- f) Providing information to TO on the transportation eligibility status of its clients.
- g) Purchasing tickets or passes for CDHS client use of TA fixed route services.

INSERT STANDARD TERMS AND CONDITIONS:

Effective Date for the Start of Transportation Services

Cost of Transportation Services and Budget

Reporting Requirements

Invoicing and Payment

Term of the Agreement

Amendments to the Agreement

Termination of the Agreement

Entered into on this date _____ by and between:

**SAMPLE AGREEMENT FOR
COORDINATED TRANSPORTATION SERVICES
BETWEEN THE TRANSIT AUTHORITY
AND LOCAL BUS SERVICES, INC.**

THIS AGREEMENT, entered into this _____ day of _____, by and between the Transit Authority (hereafter, “TA”), acting as Lead Agency (hereafter, “LA”) for the County Transportation Coordination (hereafter, “MCTC”), under authority granted by and through the County Commissioners (hereafter, “Commissioners”), and Local Bus Services, Inc. (hereafter, “LBS”), a private for-profit corporate entity in the business of providing transportation management and operation services engaged by TA to provide such services for eligible passengers, as determined by the LA acting as Service Provider.

WHEREAS, TA desires to provide transportation services for the County Department of Human Services; and

WHEREAS, TA and the Board of County Commissioners have entered into an agreement for provision of these transportation services by TA; and

WHEREAS, LBS has the management, technical, and operating personnel and equipment useful for operating such paratransit service within [] County, [STATE], as directed by and in cooperation with TA; and

WHEREAS, LBS hereby certifies that it has the requisite licenses and certifications of authority under the laws of the State of Ohio to legally operate paratransit service under TA sponsorship;

NOW, THEREFORE, IN CONSIDERATION OF THE COVENANTS AND AGREEMENTS SET FORTH HEREIN, IT IS AGREED AS FOLLOWS:

- I. **System Operation.** LBS shall manage and operate transportation services for TA as required by TA herein, within the TA service area. LBS shall provide and conduct the service as specified in TA’s Request for Qualifications and Letters of Interest and Request for Proposals (Attachment A hereto) and as described in LBS’s Technical Proposal (Attachment B hereto). Further, LBS agrees to procure and manage service on behalf of TA as described in Attachment B.
- II. **Compliance.** Funds received by TA and provided to LBS in performance of all services contracted for herein shall be utilized in accordance with all applicable Federal, State and local laws and regulations and with all applicable County regulations, policies and procedures and attached appendices, included by reference herein. LBS shall comply with all requirements imposed upon TA by the Federal Government or the State of _____ if funding is received by TA under contract with the Federal government or the State of _____. Where this Agreement conflicts with said laws, regulations, policies and procedures, the latter shall govern. This Agreement is subject to modification by amendments to such applicable laws and regulations. In the event of any non-compliance, TA reserves the right to make use of any and all remedies specified under

this Agreement, and further reserves the right to require from LBS reasonable assurance that its decisions are being followed.

III. **Equipment.** LBS may be required to provide vehicles and equipment for the purpose of operating this paratransit service except as may be otherwise provided herein.

IV. **Duties and Responsibilities of LBS.** LBS shall provide the management, dispatching, technical, and operations services necessary for operating coordinated transportation services, including, but not limited to, the following:

- A. Trip reservations, scheduling, and dispatching of paratransit and other services.
- B. Operation and maintenance of vehicles.
- C. Management and administration of services.
- D. Integration with TA fixed route service.
- E. Cooperation with TA in developing contracts with other transportation service providers.
- F. Cooperation with TA in developing contracts with local agencies purchasing transportation services.
- G. Monitoring, evaluation, and periodic reporting of financial, operating, and service performance against established performance criteria.
- H. Reporting as required by TA and all agencies receiving transportation services that they need to meet all applicable Federal, State of Ohio, County and other local reporting requirements.
- I. Provision and supervision of qualified personnel, including, but not limited to, drivers, dispatchers, schedulers and administrative staff.
- J. Maintenance and repair of all LBS-owned and LBS-leased vehicles used in operating service provided through this Agreement.
- K. Registration of persons eligible for receiving service.
- L. Marketing, education, and community outreach in support of transportation services as directed by and in cooperation with TA.
- M. Administrative services required to assure TA that ridership, costs, and fares associated with each passenger is documented, controlled and verifiable as supporting LBS reports to TA.
- N. Ensuring that only persons determined to be eligible by TA and participating agencies receive transportation services hereunder for which such agencies are required to pay.
- O. Ensuring that transportation providers under contract to TA and LBS meet or exceed applicable service standards established by TA and other participating agencies.
- P. Scheduling all passenger trips, determining which transportation provider will transport which clients on a shared-ride basis with other passengers using the service.

All services provided by LBS under this Agreement shall be subject to the control of TA through designated staff and/or agents. LBS shall advise TA and make recommendations;

however, final authority shall rest with TA. LBS shall coordinate and consult with TA before the start of operations, and for training, evaluation, and monitoring. Relevant personnel policies, hiring and firing procedures, and accounting procedures of LBS shall be provided to TA upon request.

- V. **Duties and Responsibilities of TA.** TA and other participating agencies shall be responsible for:
- A. Establishing service standards that the service contractor shall be required to meet in providing transportation services.
 - B. Establishing the eligibility of clients for specific transportation services.
 - C. Working with LBS to determine, on a trip by trip basis, if fixed route service can be used to meet a travel need.
 - D. Working with LBS to see that eligible clients for whom SST service is the best option are registered for SST service.
 - E. Ensuring that participating agency clients are aware that they must contact the service contractor to schedule transportation service and contact LBS for information that may be needed to use fixed route service.
 - F. Providing information to LBS on the transportation eligibility status of its clients.

Standard Terms and Conditions

- VI. Insurance.
- VII. Audit and Inspection.
- VIII. Operating and Fiscal Records.
- IX. Required Reports.
- X. Conflict of Interest.
- XI. Copyrights.
- IX. Immigration Control and Reform Act of 1986. Property and Supplies.
- X. Confidentiality.
- XI. Non-Discrimination.
- XIII. Prohibition Against Assignment.
- XIII. Contract Modification and Termination.
- XIV. Notices.
- XIX. Indemnification.
- XX. Term of Agreement.
- XXI. Compensation.
- XXII. Attachments to the Agreement.

IN WITNESS WHEREOF, the parties have heretofore executed this Agreement the date first above written.

**OUTLINE OF
MODEL JOINT POWERS AGREEMENT
TO COORDINATE TRANSPORTATION SERVICE**

**JOINT EXERCISE OF POWERS CONSORTIUM AGREEMENT FOR
(INSERT NAME OF PROGRAM)**

THIS AGREEMENT is entered into this *INSERT DATE* by and between the *LIST NAME OF AGENCY* and *LIST NAME OF AGENCY* (hereinafter referred to as “member agencies”).

WITNESSETH

WHEREAS, the member agencies provide public transit services in the Counties of _____; and

WHEREAS
LIST ADDITIONAL CIRCUMSTANCES LEADING TO THE DECISION TO ENTER INTO THIS AGREEMENT

NOW, THEREFORE, IN CONSIDERATION OF THE FAITHFUL PERFORMANCE OF THE TERMS, CONDITIONS AND PROMISES IN THIS AGREEMENT, THE MEMBER AGENCIES AGREE AS FOLLOWS:

Article 1. Name and Purpose

- a. The name of this Consortium is _____.
- b. The purpose of this Agreement is to *LIST PURPOSES*.

Article 2. The Lead Agency

The responsibility to act as the Lead Agency under this Agreement shall rotate between the member agencies beginning with each fiscal year, other than the first fiscal year this Agreement is in effect. This rotation of responsibility shall remain in effect until this Agreement is terminated.

NAME OF AGENCY shall serve as the Lead Agency from the effective date of this Agreement until the end of the *INSERT YEAR* Fiscal Year.

Article 3. Scope of Services.

The Lead Agency shall provide the following services:

THE FOLLOWING ARE SOME EXAMPLES OF SCOPE THAT MIGHT BE INCLUDED HERE.

- a. Solicit the services of a Project Manager
- b. Solicit and oversee the services of legal counsel
- c. Oversee the activities of the Project Manager;
- d. Prepare a budget for the succeeding fiscal year;
- e. Apply for and oversee the administration of all forms of applicable grants or revenues
- f. Provide staff support necessary to carry out the Plan
- g. Work with the Service Review Committee and the Project Manager to bring issues to the member agencies which require their determination.
- h. Account for all funds and report all receipts and disbursements
- i. Conduct and file an annual audit
- j. Nothing in this agreement shall prohibit the Lead Agency from contracting for the provision of any or all of the services
- k. Collect and report service data used to determine costs sharing by the member agencies

Article 4. Project Manager.

The Project Manager shall be responsible for administering the Plan on behalf of the member agencies, under the direction and control of the Service Review Committee. The duties of the Project Manager, which may be changed from time to time, include, but are not limited to, the following:

THE FOLLOWING ARE SOME EXAMPLES OF DUTIES THAT MIGHT BE INCLUDED HERE.

- a. Prepare an annual budget and financial report
- b. Investigate the availability of and apply for grants, funds and other sources of revenue to fund the Plan's activities;
- c. Account for all revenues and expenditures;
- d. Serve as a liaison between the member agencies and customers, and other local and regional agencies.

- e. Notice and record all meetings and activities;
- f. Provide customer services;
- g. Coordinate the preparation of the annual plan update.

Article 5. Indemnification.

INCLUDE STANDARD INDEMNIFICATION LANGUAGE

Article 6. Compensation.

The expenses to be borne by the agency members for carrying out the Plan shall be determined as follows:

- a. The Lead Agency shall be credited for in-kind services provided in the performance of the services identified in Article 1.
- b. *DESCRIBE COST-SHARING AGREEMENTS*

Article 7. Service Review Committee.

- a. Purpose. The Service Review Committee shall provide direction to the Lead Agency and the Project Manager.
- b. Membership.
- c. Required Votes; Approvals.
- d. Quorum.
- e. Minutes.
- f. Budget.

Article 8. Termination/Withdrawal.

- a. Individual Member Withdrawal
- b. Complete Dissolution.

Article 9. Disposition of Money and Property.

Article 10. Miscellaneous.

- a. Term of Agreement.
- b. Amendment.
- c. Additional Members.
- d. Dispute Resolution.
- e. Successors.
- f. Severability.

IN WITNESS WHEREOF, the parties hereto have executed this AGREEMENT by authorized officials on the dates indicated below:

NAME OF AGENCY

By: _____ General Manager

DATE:

NAME OF AGENCY

By: _____, General Manager

DATE:

DETAILED VERSION OF MODEL JOINT POWERS AGREEMENT

JOINT EXERCISE OF POWERS TRANSPORTATION CONSORTIUM AGREEMENT FOR_ (INSERT NAME OF PROGRAM)

This Agreement is entered into this INSERT DATE by and between the LIST NAME OF AGENCY and LIST NAME OF AGENCY (hereinafter referred to as “member agencies”).

W I T N E S S E T H

WHEREAS, the member agencies provide public transit services in the Counties of INSERT LOCATIONS; and

WHEREAS, the member agencies provide fixed route public transit services, and, pursuant to the Americans with Disabilities Act of 1990 and 49 CFR Part 37 (the Law), are required to provide complementary paratransit service to persons unable to use the fixed route system; and

WHEREAS, the member agencies cooperatively prepared a “Coordinated Paratransit Plan” dated INSERT DATE (the Plan); and

WHEREAS, the Boards of Directors of the member agencies adopted the Plan and update; and

WHEREAS, the Federal Transit Administration of the United States Department of Transportation has determined that the Plan is in compliance with the Law; and

WHEREAS, the Plan and update contemplated implementation of its provisions through the cooperative efforts of the member agencies; and

WHEREAS, Government Code Section INSERT STATE CODE NUMBER, et. seq., authorizes the member agencies to enter into an agreement for the joint exercise of any power common to them, which includes the power to contract for and or operate paratransit services.

NOW, THEREFORE, IN CONSIDERATION OF THE FAITHFUL PERFORMANCE OF THE TERMS, CONDITIONS AND PROMISES IN THIS AGREEMENT, THE MEMBER AGENCIES AGREE AS FOLLOWS:

Article 1. Name and Purpose

- a. The name of this Consortium is INSERT NAME.
- b. The purpose of this Agreement is to develop, implement and administer the ADA paratransit services identified in the Plan.

Article 2. The Lead Agency

The responsibility to act as the Lead Agency under this Agreement shall rotate between the member agencies beginning with each fiscal year, other than the first fiscal year this Agreement is in effect. This rotation of responsibility shall remain in effect until this Agreement is terminated.

NAME OF AGENCY shall serve as the Lead Agency from the effective date of this Agreement until the end of the (INSERT YEAR) Fiscal Year.

Article 3. Scope of Services.

The Lead Agency shall provide the following services:

- a. Solicit the services of a Broker and Project Manager to provide the paratransit services required by the Plan, in accordance with applicable federal and/or state laws and regulations affecting the member agencies, and to perform the duties identified in this Agreement. These solicitations shall include, but not be limited to, scope of services, including the solicitation of Service Providers, and insurance coverage and indemnification by the Broker, service providers and Project Manager. The solicitation shall make it clear that the insurance of the Service Provider, Broker and Project Manager shall be primary in any loss. No insurance coverage or self-insurance of the member agencies shall be called upon in the event of an occurrence.
- b. Solicit (when appropriate) and oversee the services of legal counsel (in-house or outside counsel as necessary) to file or defend a suit brought by third parties against the member agencies for any activities related to or arising under this Agreement, with the designated counsel taking the role as lead counsel throughout the litigation;
- c. Oversee the activities of the Broker and Project Manager;
- d. Be responsible for the administration of the terms of this Agreement, including the preparation of a budget for the succeeding fiscal year and submitting it to the member agencies for approval;
- e. Apply for and oversee the administration of all forms of applicable grants or revenues to fund the paratransit activities contemplated by the Plan.

- f. Provide staff support necessary to carry out the Plan on behalf of all member agencies, but not for any activity that is the sole responsibility of one of the member agencies.
- g. Work with the Service Review Committee, the Broker and the Project Manager to bring issues to the member agencies which require their determination.
- h. Account for all funds and report all receipts and disbursements under this Agreement in accordance with generally accepted accounting principles.
- i. Conduct and file an annual audit in accordance with Government Code Section INSERT STATE CODE NUMBER, where applicable.
- j. Nothing in this agreement shall prohibit the Lead Agency from contracting for the provision of any or all of the services enumerated herein; however, should the Lead Agency choose to contract for any services, ascribed to it by this Agreement, the other member agency shall have the first right to provide the service to be contracted, subject to the concurrence of the Service Review Committee. All contracts and agreements shall be approved by the Service Review Committee;
- k. Collect and report paratransit service data used to determine costs sharing by the member agencies to the Service Review Committee and member agencies.

Article 4. Project Manager.

The Project Manager shall be responsible for administering the Plan on behalf of the member agencies, under the direction and control of the Service Review Committee. The duties of the Project Manager, which may be changed from time to time, include, but are not limited to, the following:

- a. Prepare an annual budget and financial report for review by the Service Review Committee and approved by the governing boards of the member agencies;
- b. Investigate the availability of and apply for grants, funds and other sources of revenue to fund the Plan's activities;
- c. Account for all revenues and expenditures to the Service Review Committee;
- d. Serve as a liaison between the member agencies and customers, and other local and regional agencies.
- e. Be responsible for setting, noticing and recording all meetings and activities occurring under this Agreement to insure compliance with applicable federal, state and local requirements;
- f. Provide customer services and participate in the resolution of customer concerns;

- g. Oversee the activities of the Broker and service providers to insure that the terms and conditions of the service and any contracts are consistent with the requirements of the Plan;
- h. Coordinate the preparation of the annual plan update and its submission to all applicable governmental agencies.

Article 5. Broker.

The Broker shall assist in securing the paratransit service anticipated under the Plan for the member agencies and their customers, under the direction and control of the Service Review Committee. The duties of the Broker, which may be changed from time to time, include, but are not limited to, the following:

- a. Receipt of calls for service, scheduling of trips for and coordinating interzonal paratransit trips not scheduled by participating city programs or a member agency;
- b. Issue, account for and collect used trip vouchers, as necessary;
- c. Collect trip data from participating city paratransit programs and prepare periodic service reports;
- d. Cooperate and provide necessary information for the preparation of an annual audit;
- e. Determine and certify ADA eligibility in accordance with established criteria and maintain an eligibility data base;
- f. Interface with vendors and service providers to assure consistent and satisfactory levels of service consistent with the Plan;
- g. Provide budgeting assistance to the Project Manager and participating city programs;
- h. Be a liaison between customers, city program staff, the Project Manager, and the Service Review Committee;
- i. Coordinate provider and customer training programs;
- j. Provide adequate staff support to carry out the Plan.

Article 6. Indemnification.

Each member agency shall be a named additional insured in the insurance policies of the Project Manager, the Broker and the Service Providers. The Project Manager, Broker and Service Providers shall indemnify, hold harmless and defend each member agency, its elective and appointive Boards, Commissions, Officers, agents and employees, from and against any liability for any damages or claims for damages for personal injury, including death, property damage or any civil rights litigations arising from their or their contractors', subcontractors', agents' or employees' activities related to this Agreement or carrying out the Plan. To the extent the insurance or other resources of the indemnitors are insufficient to protect the member agencies from any liability, the member agencies' liability shall be apportioned between them according to the cost-sharing principles established for the provision of complementary paratransit services by the member agencies in the Plan, and any subsequent updates of the Plan.

Each member agency, when it is the Lead Agency, shall hold harmless and defend the other member agency, its elective and appointive Boards, Commissions, Officers, agents and employees, from and against any liability for any damages or claims for damages for personal injury, including death, or property damage arising from its or its contractors', subcontractors', agents' or employees' activities under this Agreement.

Article 7. Compensation.

The expenses to be borne by the agency members for carrying out the Plan shall be determined as follows:

- a. For Fiscal Year INSERT YEAR, the Consortium will receive an operating subsidy of LIST FUNDS. The member agencies are not expected to pay for the service this year.
- b. In subsequent fiscal years, when federal, state or local funds available for paratransit services are insufficient to cover the costs for these services under the Plan, then each member agency's share of the unfunded portion of the operating budget shall be as follows:
 1. In the first year that the member agencies are required to pay, the amount paid by each member agency will be based on the estimated costs for the service and shall be apportioned among the member agencies according to the estimated service proportions described in the Plan.
 2. In every succeeding year, each member agency's proportionate share will be based on the actual costs of providing the service in the previous year, as determined by an audit of the prior year's service costs. The audit shall be performed by an independent auditor mutually agreed upon by both parties. Any credit or debit resulting from the audit shall be reflected in each member agency's proportionate share.

- c. Each member agency shall promptly pay the Lead Agency its monthly share of the costs of its service, as determined above in subparagraph b. The monthly invoice from the Lead Agency shall be due and payable within 30 days of its receipt.
- d. A member agency who fails to meet its financial commitments is responsible for defending and paying any liabilities, costs and judgments which may result from such delinquency, including but not limited to, service failures, lawsuits and loss of any funding from outside sources. If a member agency chooses to pay any obligation of a delinquent member agency, it shall be entitled to full reimbursement plus interest at the legal interest rate established in the State's Code of Civil Procedure section or any successor section.
- e. The Lead Agency shall be credited for in-kind services provided in the performance of the services identified in Article 1. The credit shall be applied against the amount required of that member agency for the fiscal year immediately following its turn as Lead Agency. The Lead Agency shall keep records of the hours performed by its employees and/or contractors and other in-kind services provided in the accomplishment of the tasks identified in Article 1. The amount any member agency may charge for these services shall be subject to the following limitations:
 - 1. Staff charges shall be agreed to by the member agencies, based on the salary for the positions involved plus overhead and benefits;
 - 2. Contractor charges shall be agreed to by the member agencies, based on the contract price charged by any contractor determined in accordance with applicable federal and/or state procurement provisions.
 - 3. Other in-kind services shall be agreed to by the member agencies, but must be identified with particularity and the costs associated with them shall be fully described and justified.
- f. If it becomes necessary for the Lead Agency to file suit, the member agencies shall pay reasonable attorney's fees and costs associated with any litigation, undertaken on behalf of the member agencies, including prosecution and/or defense. Any monetary losses from an unsuccessful prosecution/defense or unenforceable or an uncollectible judgment, or any monetary judgment in favor of the member agencies (including insurance proceeds or other recovery), shall be borne or distributed in proportion to their respective percentage of the operating budget identified in subparagraph 7.b. Any losses or favorable judgments shall be charged or credited to the operating budget in the year in which the charge or credit is made or received.
- g. The fiscal year budget for each fiscal year, other than the first fiscal year this Agreement is in effect, shall be prepared and submitted to the member agencies by the end of February of the prior fiscal year. For the first fiscal year, the budget shall be prepared as soon as practicable after this Agreement has been executed by the

member agencies. An adjustment of each member agency's contribution in any fiscal year shall be made after the audit of the preceding fiscal year and credited or debited in the fiscal year following the year in which the audit occurred.

- h. If a member agency requests any service, which is beyond the service provided for in the Plan, it shall be considered a "sole benefit" expense to be borne solely by that member agency, and shall not be included in the calculation of the budgetary obligation of the other member agencies. This "sole benefit" exception also shall include any and all legal costs associated with it. The member agency requesting the "sole benefit" shall indemnify, defend and hold harmless the other member agency, its officers, employees and agents from and against any and all liability for damages or claims for damage for personal injury, including death, as well as the claims from property damage which may arise from that service.

Article 8. Service Review Committee.

- a. Purpose. The Service Review Committee shall provide direction to the Lead Agency, the Project Manager and the Broker. The Service Review Committee shall also be the arbitrator of disputes between the Project Manager, the Broker and/or service providers.
- b. Membership. The Service Review Committee shall consist of the General Manager (or his/her designee) from each member agency. Each General Manager shall designate an alternate staff member, to act as his/her representative on the Service Review Committee in his/her absence. The member agencies shall be advised of the designee within 30 days of the execution of this Agreement.
- c. Direction. In accordance with each member agency's practices, each General Manager shall be responsible for reviewing with and obtaining direction from his/her governing board on issues and actions coming before the Service Review Committee.
- d. Required Votes; Approvals. Each member of the Service Review Committee shall have one vote. The agreement of both General Managers (in his/her absence, the vote of his/her designee) is required on issues and actions which come before the Service Review Committee. If there are any disagreements between the voting members of the Committee, then the matter shall be referred to the governing bodies of the member agencies for resolution. If the member agencies cannot resolve the matter then it shall be settled as provided in Article 12.

If additional agencies join this Consortium, then each member agency is entitled to one vote on the Committee and a majority of the affirmative votes of the Committee's membership, in attendance at the meeting, is required to carry any motion.

- e. Quorum. A quorum consists of two voting members of the Committee, i.e. both General Managers, or both designees in the absence of the General Managers, or one General Manager and one designee in the absence of that member agency's General Manager. If there are more than two member agencies participating in this Consortium, then a quorum is a majority of the authorized voting members from each member agency.
- f. Minutes. The minutes of each Committee meeting shall be provided to each Committee member and the governing board of each member agency.
- g. Budget. The Service Review Committee shall review and submit the budget for each fiscal year to the governing bodies of the member agencies for approval and adoption.

Article 9. Advisory Committee.

- a. Purpose. The Consortium Advisory Committee shall be an Advisory Committee to the Services Review Committee. This committee shall provide advice on planning, policy and other matters, relating to the provision of paratransit services provided under this Agreement.
- b. Membership. This Committee shall be comprised of the following voting members:

LIST NUMBER AND TYPES OF PUBLIC MEMBERS
EXAMPLES COULD INCLUDE

- One (1) staff representative from each member agency, selected by the General Manager of that agency;
- One (1) member of each member agency's accessibility committee/task force, selected from and by the members of the committee/task force, or if none, as determined by the governing body of that member agency, subject to the selection criteria set forth below;
- One (1) representative from each county's Paratransit Coordinating Committees (PCCs), selected from and by the members of each committee, subject to the selection criteria set forth below;
- One (1) representative from an existing city-based paratransit program in each county, selected by and from the existing city-based paratransit programs in each county.

The voting member from the accessibility committee/task force and from the PCCs shall be determined according to the following criteria:

1. The voting member must be a certified ADA paratransit consumer. If no one from the group is available who meets this requirement, then,
 2. The voting member must be a member who represents individuals who are certified ADA paratransit consumers. If no one from the group is available who meets this requirement, then,
 3. The voting member may be any member of the group.
- c. Non-Voting Ex-Officio Members. The Project Manager, and the Broker shall be non-voting ex-officio members of the Committee.
 - d. Required Votes; Approvals. Each Committee member is entitled to one vote, and a majority of the Committee's authorized voting membership present at the meeting is required to carry any recommendation or motion.
 - e. Quorum. A majority of the voting members of the Committee shall constitute a quorum.
 - f. Minutes. The minutes of each Committee meeting shall be provided to each Committee member and to the committees, organizations, or entities of each of the committee representatives.

Article 10. Termination/Withdrawal.

- c. Individual Member Withdrawal. A member agency may terminate its participation under this Agreement at any time by providing written notice one year prior to such termination to the other member agencies. The notice of termination may be rescinded upon written notice to the other member agencies any time before the effective date of termination, provided, however, that the other member agencies must approve such rescission.

Each member agency is responsible for its contribution to the funding of the Plan and its obligations under this Agreement during the term of this Agreement. If the member agencies have executed a long-term contract for paratransit services which includes a commitment to claim and expend paratransit financial assistance which a terminated member agency is eligible to claim, the terminated member agency shall be bound by such commitment. A long-term contract for purposes of this Agreement is any agreement or commitment which extends beyond a single fiscal year. The terminated member agency shall not claim, but instead shall assist the Service Review Committee, the Lead Agency and other personnel identified in this Agreement to claim such financial assistance during the term of such contract. If possible, the member agencies will cooperate to arrange an equitable division of the obligations and benefits of any outstanding long-term contracts. A terminated member agency shall continue to provide assurances and perform acts as may be required for any

claim and/or grant application to fund the services for any long-term contracts which continue in existence beyond the date of termination. During the term of any long-term contract, the terminated member agency shall continue to receive coordinated paratransit services within its area in proportion to the financial assistance which is attributable to such terminated member agency. A terminating member agency shall have no financial obligation under this Agreement after the effective date of its termination, except as specified above.

- d. Complete Dissolution. If the member agencies have executed a long-term contract for paratransit services which cannot be canceled or divided and which includes a commitment to claim and expend financial assistance for the period of such contract, then this Agreement shall remain in effect during the term of such contract unless reasonable alternate terms can be negotiated with the other party to the long-term contract.

Article 11. Disposition of Money and Property.

Upon the withdrawal of a member agency, any property acquired by the members jointly under this Agreement and any credits or debits shall be determined upon the close of the fiscal year, as provided in Article 7.a and distributed to or collected from the withdrawing agency. To facilitate such distribution, property may be distributed in kind or reduced to cash by sale. Any distribution of cash, including surplus monies, to a member agency in excess of its actual contributions shall be at the recommendation of the agency originally disbursing the funds. If member agencies cannot agree upon the valuation of acquired property or upon their distributive shares, the disagreement shall be referred to a panel of three referees for decision. One referee shall be appointed by the member disputing the valuation or disposition. One referee shall be appointed by the members supporting the valuation or distribution. One referee shall be appointed by the two referees first appointed.

Article 12. Miscellaneous.

- a. Term of Agreement. This Agreement shall become effective upon execution by member agencies and shall remain in full force and effect until terminated as provided for in this Agreement.
- b. Amendment. This Agreement shall be amended only with the unanimous approval of all member agencies.
- c. Additional Members. Additional members may be added to this Consortium and Agreement with the consent of the member agencies and the additional member.
- d. Dispute Resolution. If a dispute among the member agencies cannot be resolved by their governing bodies, then a mediator shall be retained by the parties to assist them in resolving the dispute. The mediator shall be selected from a panel of five mediators established by the parties subsequent to the execution of this Agreement. The parties shall strike mediators from the list until only one mediator remains. The

determination of which member agency strikes first shall be determined by a flip of a coin. The costs of the mediator shall be shared equally by the member agencies.

- e. Successors. This Agreement shall be binding upon and insure to the benefit of any successors or assigns of the member agencies.
- f. Plural. As used in this Agreement any singular term includes the plural.
- g. Severability. Should any part, term, portion, or provision of this Agreement be finally decided to be in conflict with any law of the United States or of the State of INSERT STATE, or otherwise be unenforceable or ineffectual, the validity of the remaining parts, terms, portions, or provisions of this Agreement shall be deemed severable and shall not be affected thereby, provided that such remaining parts, terms, portions, or provisions can be construed in substance to constitute the Agreement that the member agency intended to enter into in the first instance.

IN WITNESS WHEREOF, the parties hereto have executed this AGREEMENT by authorized officials on the dates indicated below:

INSERT NAME OF AGENCY

By: INSERT NAME AND TITLE

DATE: INSERT DATE

INSERT NAME OF AGENCY

By: INSERT NAME AND TITLE

DATE: INSERT DATE

MODEL AGREEMENT FOR COORDINATING A JOINT TICKET PROGRAM

AGREEMENT AMONG THE *(List all agencies)* _____

This Agreement is for the period from _____ through _____
By and with the *(List all agencies)* _____

WITNESSETH

WHEREAS, _____ is a transit district duly created and acting under the laws
of the State _____, operating a public transit system in _____
_____ Counties; and _____

(Repeat this WHEREAS for all participating agencies.)

WHEREAS, _____

have determined that a Joint Ticket for use on public transit vehicles will encourage transit use.

WHEREAS, it is the intention of *(List all agencies.)*

_____ to enter into an agreement providing for the sharing of revenues from the joint Ticket Program;

NOW, THEREFORE, in consideration of these premises, the parties hereto agree as follows:

ARTICLE I DESCRIPTION OF THE PROGRAM

(Insert description of Joint Ticket and its valid period of use)

All parties to this agreement shall accept the Joint tickets on their systems subject to the conditions specified in Article VI D herein for the fixed periods specified above.

The Joint tickets shall be priced according to Schedule A (Attached hereto and incorporated by reference.) Any modifications to this pricing schedule must be approved in advance by *(List agencies or committee)*_____

Definitions

(The following are examples that might be included in this section.)

“Fare” shall mean the price charged to transport a patron using transit services provided by parties to this agreement.

“Joint Ticket Committee” shall mean a group comprised of one representative from each party to this agreement, which shall administer the Agreement on behalf of the parties as described herein.

“Local fare credit” shall mean the fare required to ride a transit system in its local service area.

ARTICLE II. JOINT REVENUE REIMBURSEMENTS FOR THE JOINT TICKET FOR WHICH CASH IS RECEIVED DURING THE TERM OF THE TERM OF THE AGREEMENT

A. COMPENSATION FORMULA

1). The pricing of each Joint ticket is based on the following *(insert pricing formula)* _____

2). Bus operators shall be compensated based on the following formula: *(Insert agreed-upon formula for sharing revenues.)*_____

B. ALLOCATION AMONG BUS OPERATORS

Follow-up surveys to adjust the allocation percentages in Schedule B shall conducted in the future a majority vote Joint Ticket committee members. The Committee shall decide who will design and conduct this survey.

ARTICLE III. INFORMATION REPORTING REQUIREMENTS

All parties agree to make available to one another current and historical information necessary for the monitoring and evaluation of the program. *(List agencies)* _____

shall provide data, and an explanation in writing, of methodologies used for data collection, to any party to this agreement within (30) days of a written request from any other party to this Agreement.

(List agencies) _____
agree to report the Joint Ticket Committee existing adult fares, and any fare and pass price changes in advance of their implementation. All fare changes shall be reflected in the revenue distribution in the quarter following the period of the effective increase (decrease).

ARTICLE IV. RECORDS AND AUDITS

This agreement is subject to the examination and audit of the auditor General of the State of _____ for a period of the three (3) years after final payment under this Agreement. The examination and audit shall be confined to those matter connected with the performance of the Agreement, including, but not limited to, the cost of administering the Agreement.

During the term of this Agreement, the parties shall permit an authorized representative of another party, upon reasonable request, access to inspect, audit and make copies of its ridership data and records relating to this Agreement.

ARTICLE V. INDEMNITY

Each party to this Agreement agrees to save harmless each and every other party to this Agreement, their directors, commissioners, officers, agents and employees from liability arising out or in connection with any party's performance under this Agreement; excepting only any party may recover from any other party monies or returned based on a miscalculation of the compensations due under this Agreement.

Each party to this Agreement agrees to defend and indemnify each and every other party to this Agreement, their directors, commissioners, officers, agents and employees against any claim or for any liability arising out of in connection with bodily injury, property damage or personal injury to any third party based on such third party's use of indemnitor's transit operations or the third party's presence on the indemnitor's property, unless such claim arises out of the sole negligence or willful misconduct of the indemnified party or its directors, commissioners, officers, agents, contractors or employees.

The parties may agree to the joint legal; representation and the sharing of all related costs and expenses, including legal fees of outside counsel, for all third party claims or liability imposed upon any party to this Agreement and arising from this Agreement which are not addressed above. The sharing of such costs shall be according to a mutually agreeable formula.

ARTICLE VI. GENERAL PROVISIONS

A. FARES

Each participating operator shall be responsible for the setting of fares for, and operation of all its services.

B. MARKETING AND DISTRIBUTION

Periodic meetings of the Joint Ticket Committee shall be held to prepare and approve program marketing expenses. These expenses will be shared as described in Article VI, Paragraph J below.

Joint tickets will be distributed at sales both operated by each of the participating agencies.

Each party may inform the public of the policy established in this Agreement by any means it deems appropriate, including but not limited to, graphics, printed material, promotions, and signs.

C. AMENDMENTS

This Agreement may be modified, supplemented, or amended only by a written agreement of all parties hereto in accordance with applicable law.

Additional transit operators may be added as parties to this Agreement under the same terms and conditions as then exist for all current parties to this Agreement.

All amendments to this Agreement are subject to the review and unanimous approval of the Joint Ticket Committee.

D. CONDITIONS OF USE OF JOINT TICKETS

(Examples that might be included in this section)

(Name of Agency): _____: Joint tickets shall be valid on all routes except Route # _____ and Route # _____.

(Name of Agency): _____ Joint tickets shall be valid as local fare credit on all routes.

E. COOPERATION

In cases where it is imperative that other restrictions not detailed in VI., D. above be placed in usage of the Joint ticket by a particular operator, the Joint Ticket Committee must be notified by that operator 30 days in advance of the imposition of such restrictions. An abbreviated version of the terms and conditions will be printed on available space on the backside of the Joint tickets

Each party will use its best efforts to implement the policy established in the Agreement, and will cooperate with the other parties in resolving and operational problems which may arise from its implementation and operation.

F. ENTIRE AGREEMENT

This Agreement is the entire agreement of the parties. Each party represents that in entering into this Agreement it has not relied on any previous representations, inducements or understanding of any kind or nature.

This Agreement may be executed in one or more counterparts, each of which shall be deemed to be an original, but such counterparts together shall constitute one and the same instrument.

G. TERM

This Agreement is in effect until (*insert date*) _____, or until terminated as provided in Section H, which occurs sooner.

H. TERMINATION

The parties hereto reserve the right to terminate their participation in this Agreement upon 60 day written notice to all other parties. The written notice notifying other parties must specify the reason for the termination and the date upon which the termination becomes effective.

During the period before the termination date, all parties shall meet to resolve any dispute which may be the cause of said termination, unless all parties agree in writing not to do so.

I. NON-PRECEDENT SETTING

This Agreement is not intended as a precedent for the sharing of revenues after termination of this Agreement, or for other inter-operator pass or ticket programs. Any arrangements concerning the sale, collection of revenues, and payments between the parties concerning Joint tickets after termination of this Agreement, or concerning other inter-operator pass or ticket programs, will be the subject of one or more separate agreements.

J. COSTS

- 1) Except as provided in Paragraph 2 below, each party shall bear its own internal costs associated with being a participant in this agreement, including, without limitation any reporting or auditing costs.
- 2) All participants to this agreement shall share the common costs of managing the program. These management costs are divided into three areas, as follows.
 - a. Clearinghouse costs. The clearinghouse costs for this Agreement consist of the Lead Agency's Customer Service labor costs, Treasury Department labor costs, Accounting Department labor costs, Joint ticket stock costs, and ticket delivery service costs. Estimated dollar figures for the first year's costs are detailed in Schedule C. Clearinghouse costs for the latter two (2) years of this Agreement shall be calculated using the actual wage rates for the year during which these costs were incurred. After the first year of this Agreement, any party to this Agreement may request a renegotiation of the methodology utilized to calculate these clearinghouse costs. The amount of interest earned by the Lead Agency as a result of retaining program revenues shall be computed by the Lead Agency's Treasury Department, and shall be subtracted from these clearinghouse costs before each operator's share is allocated. Clearinghouse costs will be allocated across all program participants in proportion to total revenues received under the Joint Ticket program during the prior distribution period.
 - b. Marketing costs. The marketing costs for the first year of this agreement are detailed in the Schedule C. The marketing costs of the program for the remaining two (2) years of this agreement shall be set by a majority of the Joint Ticket Committee. These costs shall be shared in the manner described in sub-paragraph a. above.
 - c. Management costs allocation. One-fourth of the annual costs described in Paragraphs a., and b. will be subtracted from each quarterly bus share reimbursement, and will be allocated among each operator as described in Paragraph a. above.

K. GOVERNING LAW

This Agreement shall be deemed to be made in accordance with the laws of the State of _____.

L. SEVERANCE

If any part of this Agreement is declared invalid by a court of law, such decision will not affect the validity of any remaining portion, which shall remain in full force and effect. Should the severance of any party of the Agreement materially affect any of the rights or obligations of the parties, the parties, the parties will negotiate in good faith to amend this Agreement in a manner satisfactory to all parties.

ARTICLE VII. NOTICES

All statements, payments, financial and transfer trip reports, notices or other communications to a party by another shall be deemed given when made in writing and delivered or mailed to such party at their respective addresses as follow: *(List all agencies with address and contact person)* _____

SCHEDULE A

JOINT TICKET PRICES

(Example)

PRICE*	AGENCIES' SHARE
\$28	
\$33	
\$37	
\$42	
\$47	
\$52	
\$56	
\$61	

* Figures calculated using the following formula: *(Insert formula from Article II A (1))*

SCHEDULE B

PERCENT OF JOINT TICKETS CREDITED TO BUS AGENCY*

(Example)

AGENCY	PERCENT
AGENCY NAME	50%
AGENCY NAME	30%
AGENCY NAME	20%

* Based on survey dated _____. These percentages may change based on future surveys, as described in Article II.

SCHEDULE C
JOINT TICKET PROGRAM FY____ COSTS

(Example)

TYPE OF COST	ESTIMATES
Clearinghouse Costs Customer Service Treasury Accounting Tickets Federal Express Subtotal	
Marketing Costs Brochures Signs Subtotal	
Estimated FY _____ Program Costs	

IN WITNESS WHEREOF, the parties hereto have executed this AGREEMENT on the day first mentioned above.

_____*(Name of agency)*

By: _____*(Name of authorized signatory)*

Authorized by *(Name of Agency)*'s Board of Directors

Resolution No. _____

Adopted:

(Name of agency)

By: _____ (*Name of authorized signatory*)

Authorized by *(Name of Agency)*'s Board of Directors

Resolution No. _____

Adopted:

_____*(Name of agency)*

By: _____ (*Name of authorized signatory*)

Authorized by (Name of Agency)'s Board of Directors

Resolution No. _____

Adopted:

CCAM FINAL POLICY ON COORDINATED HUMAN SERVICE TRANSPORTATION
PLANNING



Federal Interagency Coordinating Council on Access and Mobility

Coordinated Human Service Transportation Planning

FINAL POLICY STATEMENT

Policy Statement

Consistent with the requirements of the Executive Order and the statutory creation of a locally-developed, coordinated public transit human service transportation planning process established in the Safe, Affordable, Flexible, Efficient, Transportation Equity Act-A Legacy for Users (SAFETEA-LU), members of the Federal Interagency Coordinating Council on Access and Mobility (CCAM) adopt the following policy statement:

“Member agencies of the Federal Coordinating Council on Access and Mobility resolve that federally-assisted grantees that have significant involvement in providing resources and engage in transportation delivery should participate in a local coordinated human services transportation planning process and develop plans to achieve the objectives to reduce duplication, increase service efficiency and expand access for the transportation-disadvantaged populations as stated in Executive Order 13330.”

NOTE: Significant involvement is defined as providing, contracting for and/or subsidizing individual transportation trips for individuals with disabilities, older adults, or people with lower incomes.

Background

Presidential Executive Order 13330 on the Coordination of Human Service Programs issued by the President on February 24, 2004, creates an interdepartmental Federal Council on Access and Mobility to undertake collective and individual departmental actions to reduce duplication among federally-funded human service transportation services, increase the efficient delivery of such services and expand transportation access for older individuals, persons with disabilities, persons with low-income, children and other disadvantaged populations within their own communities.

As a first principle to achieve these goals, federally-assisted grantees involved in providing and funding human service transportation need to plan collaboratively to more comprehensively address the needs of the populations served by various Federal programs. In their report to the President on the Human Service Transportation Coordination, members of the Council recommended that “in order to effectively promote the development and delivery of coordinated transportation services, the Administration seek mechanisms (statutory, regulatory, or administrative) to require participation in a community transportation planning process for human service transportation programs.

In August 2005, the President signed legislation consistent with this recommendation to reauthorize Federal public transportation and Federal highway programs that contained provisions to establish a coordinated human services transportation planning process. This legislation, the Safe, Affordable, Flexible, Efficient Transportation Equity Act, A Legacy for Users (SAFETEA-LU), created a requirement that a locally-developed, coordinated public transit/human service planning process and an initial plan be developed by 2007 as a condition of receiving funding for certain programs directed at meeting the needs of older individuals, persons with disabilities and low-income persons. The plan must be developed through a process that includes representatives of public, private and non-profit transportation providers and public, private and non-profit human service providers and participation by the public. Complete plans, including coordination with the full range of existing human service transportation providers, are required by Fiscal Year 2008

Implementation

Members of the Federal Council on Access and Mobility will undertake actions within six months of Council adoption to accomplish Federal program grantee participation in locally-developed, coordinated public transit/human service coordinated planning processes.

CCAM FINAL POLICY ON VEHICLE RESOURCE SHARING



Federal Interagency Coordinating Council on Access and Mobility

Vehicle Resource Sharing

FINAL POLICY STATEMENT

Policy:

Federal Executive Order 13330 on Human Service Transportation Coordination directs Federal agencies funding human services transportation services to undertake efforts to reduce transportation service duplication, increase efficient transportation service delivery, and expand transportation access for seniors, persons with disabilities, children, low-income persons and others who cannot afford or readily use automobile transportation. Consistent with this presidential directive, members of the Federal Interagency Coordinating Council on Access and Mobility (CCAM) adopt the following policy statement:

“Member agencies of the Federal Coordinating Council on Access and Mobility resolve that Federally-assisted grantees that have significant involvement in providing resources and engage in transportation should coordinate their resources in order to maximize accessibility and availability of transportation services”.

Background:

Often Federal grantees at the State and local levels restrict transportation services funded by a Federal program to clients or beneficiaries of that Federal program. Some grantees do not permit vehicles and rides to be shared with other federally-assisted program clients or other members of the riding public. Federal grantees may attribute such restrictions to Federal requirements. This view is a misconception of Federal intent. In too many communities, this misconception results in fragmented or unavailable transportation services and unused or underutilized vehicles. Instead, federally assisted community transportation services should be seamless, comprehensive, and accessible to those who rely on them for their lives, needs, and livelihoods.

Purpose:

This policy guidance clarifies that Federal cost principles do not restrict grantees to serving only their own clients. To the contrary, applicable cost principles enable grantees to share the use of their own vehicles if the cost of providing transportation to the community is also shared. This maximizes the use of all available transportation vehicles and facilitates access for persons with disabilities, persons with low income, children, and senior citizens to community and medical services, employment and training opportunities, and other necessary services. Such arrangements

can enhance transportation services by increasing the pool of transportation resources, reducing the amount of time that vehicles are idle, and reducing or eliminating duplication of routes and services in the community.

Applicable Programs:

This policy guidance applies to the programs listed at the end of this document, as well as any other Federal program that allows funds to be used for transportation services. Any specific arrangements would be subject to the rules and policies of participating program(s). This guidance pertains to Federal program grantees that either directly operate transportation services or procure transportation services for or on behalf of their clientele.

Federal Cost Principles Permit Sharing Transportation Services:

A basic rule of appropriations law is that program funds must only be used for the purposes intended. Therefore, if an allowable use of a program's funds includes the provision of transportation services, then that Federal program may share transportation costs with other Federal programs and/or community organizations that also allow funds to be used for transportation services, as long as the programs follow appropriate cost allocation principles. Also, if program policy permits, vehicles acquired by one program may be shared with or used by other Federal programs and/or community organizations to provide transportation services to their benefiting population.¹

Federal agencies are required to have consistent and uniform government-wide policies and procedures for management of Federal grants and cooperative agreements – i.e., a “Common Rule.” Federal agencies are also required to follow uniform cost principles for determining allowable costs found in OMB circulars, the guidance which the Office of Management and Budget (OMB) developed on these matters.

These circulars set forth the standard Federal cost principles for determining allowable costs. For example, the allowability of costs incurred by State, local or federally-recognized Indian tribal governments is determined in accordance with the provisions in OMB Circular A-87, *Cost Principles for State, Local, and Indian Tribal Governments*. The allowability of costs incurred by non-profit organizations is determined in accordance with the provisions in OMB Circular A-122, *Cost Principles for Nonprofit Organizations*. The allowability of costs incurred by education institutions is determined in accordance with the provisions in OMB Circular A-21, *Cost Principles for Education Institutions*. The OMB Circulars are available at <http://www.whitehouse.gov/omb/circulars/index.html> .

OMB also required Federal agencies that administer grants and cooperative agreements to State, local and Tribal governments to put the uniform standards into their respective regulations. The table below illustrates where in the Code of Federal Regulations (CFR) you may find the uniform management and financial standards for applicable programs by responsible department.

¹ Program funds mean Federal funds. To the extent allowable under the applicable program's statutory and regulatory provisions, program funds also mean any State or local funds used to meet the Federal program's matching or cost-sharing requirement.

Department	Grants Management Common Rule (State & Local Governments)	OMB Circular A-110 (universities & non-profit organizations)
Agriculture	7 CFR 3016	7 CFR 3019
Commerce	15 CFR 24	15 CFR 14
Defense	32 CFR 33	32 CFR 32
Education	34 CFR 80	34 CFR 74
Energy	10 CFR 600	10 CFR 600
Health & Human Services	45 CFR 92	45 CFR 74
Housing & Urban Development	24 CFR 85	24 CFR 84
Interior	43 CFR 12	43 CFR 12
Justice	28 CFR 66	28 CFR 70
Labor	29 CFR 97	29 CFR 95
State	22 CFR 135	22 CFR 145
Transportation	49 CFR 18	49 CFR 19
Treasury	--	--
Veterans Affairs	38 CFR 43	--

OMB established Title 2 of the CFR as the single location where the public can find both OMB guidance for grants and cooperative agreements (subtitle A) and the associated Federal agency implementing regulations (subtitle B). To date, the provisions of OMB Circular A-110 have been codified at 2 CFR Part 215; OMB Circular A-21 at 2 CFR Part 220; OMB Circular A-87 at 2 CFR Part 225; and, OMB Circular A-122 at 2 CFR Part 230. Once the consolidation project has been completed, title 2 of the CFR will serve as a “one stop-shop” for grant policies and governmental guidance on applicable financial principles and single audit policy.

None of the standard financial principles expressed in any of the OMB circulars or associated Federal agency implementing regulations preclude vehicle resource sharing, unless the Federal program’s own statutory or regulatory provisions restrict or prohibit using program funds for transportation services. For example, one common financial rule states the following. “The grantee or sub grantee shall also make equipment available for use on other projects or programs currently or previously supported by the Federal Government, providing that such use will not interfere with the work on the project or program for which it was originally acquired. First preference for other use shall be given to other programs or projects supported by the awarding agency. User fees should be considered if appropriate. Notwithstanding the encouragement to earn program income, the grantee or subgrantee must not use equipment acquired with grant funds to provide services for a fee to compete unfairly with private companies that provide equivalent services, unless

specifically permitted or contemplated by Federal statute.”² Hence, this directive clearly signals Federal policy calling for multiple and full use of equipment purchased with grant funds. Grantees may even charge reasonable user fees to defray program costs. Program income includes income from fees for services performed and from the use or rental of real or personal property acquired with program grant funds. As a general matter, each program would use its share of the income in accordance with the program’s regulations or the terms and conditions of the award

In summary, allowability of costs is determined in accordance with applicable Federal program statutory and regulatory provisions and the cost principles in the OMB Circular that applies to the entity incurring the costs. Federal cost principles allow programs to share costs with other programs and organizations. Program costs must be reasonable, necessary, and allocable. Thus, vehicles and transportation resources may be shared among multiple programs, as long as each program pays its allocated (fair) share of costs in accordance with relative benefits received.

A limited number of Federal block grant programs are exempt from the provisions of the OMB uniform standards and the OMB cost principles circulars. Excluded programs in the U.S. Department of Health and Human Services include the Community Services Block Grant program, the Social Services Block Grant program, the Community Mental Health Services Block Grant program, and the Substance Abuse Prevention and Treatment Block Grant program. The State Community Development Block Grant program under the U.S. Department of Housing and Urban Development (HUD) is also an excluded program. State fiscal policies apply to grantees and their subrecipients under these programs. Unless Federal law or any applicable implementing program regulations restrict or prohibit the use of Federal program funds for transportation services, we believe that it is unlikely that a State’s fiscal policies would impede vehicle sharing.

Of course, all recipients (e.g., grantees, subgrantees and subrecipients) of Federal program funds must use the funds in ways that meet all applicable programmatic requirements, together with any limitations, restrictions, or prohibitions.

Possibilities for Meeting Transportation Needs:

- Partner with other program agencies. For example, a program serving the aging population owns and operates shuttle buses that provide transit services for senior citizens in several rural communities. The agency partnered with other programs to expand service to provide transportation for persons with disabilities working in community rehabilitation programs (CRPs), to provide transportation to key employment locations, and to provide Medicaid non-emergency medical transportation. This was done via a cost-sharing arrangement.
- Maximize use. For example, a for-profit organization receiving Federal Head Start funds purchased specially equipped buses to transport children to and from their Head Start facility. Generally, the buses are only used during specific hours of the day. During the idle periods (including evenings and week-ends), the organization rents the vehicles to another program serving seniors and persons with disabilities to provide transportation for recreational events,

² Uniform Administrative Requirements for Grants and Cooperative Agreements to State, Local and Tribal Governments, in the regulations shown in column two of the above table. For example, these provisions appear in the Department of Agriculture’s regulation at 7 CFR 3016.32 and in the Department of Health and Human Services’ regulation at 45 CFR 92.32. These provisions also appear in the Uniform Administrative Requirements for Grants and Agreements with Institution of Higher Education, Hospitals, and Other Non-Profit Organizations (OMB Circular A-110) at 2 CFR 215.34.

and personal needs (e.g., grocery shopping, hair dresser, medical appointments). The rental contract includes payment for extra costs incurred, such as expanded insurance coverage and additional fuel expenses. While this extra service is not allowable with Head Start funds, the income generated by the use of the buses during idle periods may be viewed as incidental to the primary use of the buses, as long as such use does not interfere with regular Head Start transportation services.

- Pool resources. For example, a community action and economic development agency, another non-profit organization, and a community mental health center receiving Community Service Block Grant funds, Community Development Block Grant funds, Social Service Block Grant funds, Community Mental Health Block Grant funds and/or Substance Abuse Prevention and Treatment Block Grant funds teamed up with the State agency that administers the Temporary Assistance for Needy Families (TANF) program and the State's Labor Department. Each funding source provided an allocable amount of seed money to start a shuttle operation service in the local service areas with high unemployment and no public transportation services. Each funding source also pays its fair share of allowable ongoing costs in accordance with the benefit received by each party. The operation is based on fixed routes that connect individuals to job and training sites, outpatient mental health services, and substance abuse treatment and counseling services in the area. The operation also provides a feeder service to connect clientele to public transportation that goes into the downtown area.
- Partner with non-profit or other community organizations. For example, several agencies contracted with a local organization that operates a van service to provide door-to-door service for their clientele, transporting them to key places in the area. Such places include hospitals and other medical facilities, child care centers, senior citizen centers, selected employment sites, and prisons for family visitation purposes.
- Engage the business community. For example, various programs within the State's transportation department, labor department, the TANF agency, and agencies that provide community health care and assistance for the aged worked with employers in the area to contribute to the expansion of a local transportation system. The private system provides shuttle service to selected employment sites and curb-to-curb services to CRCs, senior citizen centers, retail centers, community health centers or substance abuse treatment and counseling centers, hospitals and other locations. The service is sustained through a fare-based system, with each agency benefiting from the expanded service subsidizing an allocable portion of the fares for their clientele. This service helps participating employers and their family members, as well as job seekers, dislocated workers, current employees and their family members to have access to a range of services and opportunities.
- Facilitate car-pooling. For example, a local Workforce Investment Board identified clientele with reliable cars living in various locales that they pay to pick-up other people in their area going to the same employment or training site. Participating riders pay a fare to ride. The State's TANF agency and the State's Office for the Aging also participate in the car pooling activity by defraying a portion of the fare for their riders. These other agencies also help to expand the available cars in different locales by paying for necessary car repairs and insurance cost for their share of participants.

- Arrange ride sharing. For example, an agency that receives program funds to assist elderly individuals purchased a van to transport their clientele to medical services and other destinations. Other program agencies worked out a financial agreement with this agency to pick up their clients living in the same neighborhoods and take them to and from destinations along the van's route.
- Earn income: For example, the State's Department of Transportation noticed that some of the shuttle buses that they own have been underutilized. The Department of Transportation used three of those shuttle buses to launch a fixed bus route service in areas of the State lacking access to adequate transportation to shopping, work, school, training, medical services, and other daily needs. The bus service is open to the public and fares are charged. Other State agencies, such as the Department of Human Services entered into a Memorandum of Agreement to provide program funds to the Department of Transportation for applicable fare costs for their respective clientele benefiting from the service. The income generated could be used to defray operating costs or for other program purposes, in accordance with the applicable program and administrative rules.

Programs Covered:

The following Federal programs generally allow program funds to be used for transportation services. Nevertheless, you should still check with your program liaison as needed, to determine whether the particular service you would like to provide would be an allowable use of funds. For example, under HUD's Community Block Grant Program, funds may be used to pay for certain transportation services (e.g., fares), but not others (e.g., personal auto repair costs or personal auto insurance).

Department of Transportation

DOT/Federal Transit Administration (FTA)/Capital Improvement
 DOT/FTA/Elderly and Persons with Disabilities
 DOT/FTA/Job Access Reverse Commute
 DOT/FTA/New Freedom
 DOT/FTA/Non Urbanized Formula (Rural)
 DOT/Urbanized Formula

Department of Education

ED/Assistance for Education of All Children with Disabilities (Individuals with Disabilities Education Act)

Department of Health and Human Services - Administration for Children and Families (ACF)

HHS - ACF/Community Services Block Grant Program
 HHS - ACF/Head Start
 HHS - ACF/Social Services Block Grants
 HHS - ACF/State Councils on Developmental Disabilities and Protection & Advocacy Systems
 HHS - ACF/Temporary Assistance for Needy Families

HHS – ACF/Promoting Safe and Stable Families Program
HHS – ACF/Development Disabilities Project of National Significance
HHS – ACF/Refugee and Entrant Assistance Discretionary Grants
HHS – ACF/Refugee and Entrant Assistance State Administered Programs
HHS – ACF/Refugee and Entrant Assistance Targeted Assistance
HHS – ACF/Refugee and Entrant Assistance Voluntary Agency Programs

HHS-Administration on Aging

HHS – Administration on Aging (AoA)/Grants for Supportive Services and Senior Centers
HHS - AoA/Programs for American Indian, Alaskan Native, and Native Hawaiian Elders

HHS - Centers for Medicare and Medicaid (CMS)

HHS - CMS/Medicaid
HHS – CMS/State Children’s Health Insurance Program

HHS - Health Resources and Services Administration (HRSA)

HHS - HRSA/ Community Health Centers
HHS - HRSA/Healthy Communities Program
HHS - HRSA/HIV Care Formula
HHS - HRSA/Rural Health Care Network
HHS – HRSA/Rural Health Care Outreach Program
HHS – HRSA/Healthy Start Initiative
HHS – HRSA/Maternal and Child Services Grants
HHS – HRSA/Ryan White CARE Act Programs

HHS - Substance Abuse Mental Health Services Administration (SAMHSA)

HHS - SAMHSA/ Community Mental Health Services Block Grant

Department of Housing and Urban Development (HUD), Office of Community Planning and Development (OCPD)

HUD - OCPD/Community Development Block Grant
HUD - OCPD/ Housing Opportunities for Persons with AIDS
HUD - OCPD/Supportive Housing Program

Any other Federal program that allows funds to be used for transportation services.

APPENDIX B: RCTP SERVICE PROVIDER SURVEY

Rural Coordinated *Transportation Plan*

December 11, 2006

Dear Service Provider,

Limited funding and increased demand for transportation services in rural areas of Utah have made it difficult for many agencies in our state to provide adequate transportation service for their clients. The coordination of transportation services has been identified as one means to address this problem.

Consequently, UDOT and United We Ride are sponsoring a plan to identify ways to improve transportation in rural areas of Utah through the coordination of transportation services. The Rural Coordinated Transportation Plan is being developed to identify ways to improve transportation for Elderly, Disabled and Low-Income members of Utah's rural communities.

Your organization has been identified as an important participant in planning for coordination of transportation services. We would like to make you aware of two opportunities for your organization to participate in the planning process:

1) **RCTP Survey:** By filling out the attached survey, you will supply key information that will be used to develop the plan. Your input on the survey is greatly appreciated. Below are answers to a few common questions about the survey.

Who should fill out the survey?

Someone from your organization who is involved in the provision of transportation for your organization, or who is familiar with the transportation needs of your clients should fill out the survey. This person should have the authority and permission to provide the information requested.

What relationship does this survey have to the one being circulated by the Wasatch Front Regional Council (WFRC)?

The RCTP survey is focused on rural portions of Utah. Local metropolitan planning organizations including the WFRC, Mountainlands Association of Governments, Cache Metropolitan Planning Organization, and the Dixie Metropolitan Planning Organization are conducting similar activities in urban segments of Utah. Please answer the questions in the RCTP survey with your rural clients and services in mind.

How should the survey be returned?

If you received the survey via U.S Mail, please submit your completed survey in the enclosed, self-addressed, stamped envelope. Completed surveys can also be submitted via Fax (801) 262-8885, attn: Ross Peterson. Please mail or fax your completed survey to the RCPT team by February 10, 2007.



Visit the project website at
www.udot.utah.gov/rctputah



2) Regional Transportation Workshop: In addition to the survey, the RCTP team will conduct a regional workshop in each of Utah's rural AOGs. From January to March 2007, the RCTP team will travel the state, seeking input from transportation and human service providers. Once the meeting dates have been set, your organization will receive an invitation.

In addition to these methods for incorporating service providers' comments, the RCTP team will also conduct local meetings designed for gathering input from your clients. Check the project information tab on the project website at www.udot.utah.gov/rctputah where you will find the most up to date information about scheduled meetings.

If you have any questions, please feel free to contact us. Our contact information is:

Toll free: (866) 335-1960

E-mail: rctp@hwlochner.com

Online: www.udot.utah.gov/rctputah

Mailing Address: RCTP Team
C/O H.W. Lochner, Inc.
310 East 4500 South, Suite 600
Murray, Utah 84107

We look forward to working with you.

Sincerely,

RCPT Team



Visit the project website at
www.udot.utah.gov/rctputah



Rural Coordinated Transportation Plan

Utah Human Service Transportation Survey

Agency or Organization Name: _____
Street Address: _____
City, State, Zip Code: _____
Mailing Address (if different from above): _____
City, State, Zip Code: _____
Contact Person (Name & Title): _____
Contact Telephone Number: () _____ FAX Number: () _____
E-mail Address: _____
Website: _____

1. Is your agency/organization:

- | | |
|--|--|
| <input type="checkbox"/> Public? | <input type="checkbox"/> Private for-profit? |
| <input type="checkbox"/> Private non-profit? | <input type="checkbox"/> Other (please specify): _____ |

2. What geographic areas do you serve (i.e. county, city, etc)?

3. Does your agency serve people with transportation limitations? (Transportation limitations are conditions that limit one's ability to access places one needs or wants to go.)

- ☐ Yes ☐ No (skip to question 4)

3-a. Please identify the types of transportation limitations experienced by your clients: (check all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Age-related disability | <input type="checkbox"/> Developmental disability |
| <input type="checkbox"/> Physical disability | <input type="checkbox"/> Visual impairment |
| <input type="checkbox"/> Cannot afford motor vehicle | <input type="checkbox"/> Hearing impairment |
| <input type="checkbox"/> Remote location | <input type="checkbox"/> Multiple disabilities |
| <input type="checkbox"/> Lack of motor vehicle (for reasons other than income) | <input type="checkbox"/> Other (please specify): _____ |

3-b. What percentage of your customers do you estimate have transportation limitations?
_____ %

4. Which services does your agency directly provide or sponsor? (check all that apply)

- | | | |
|---|--|--|
| <input type="checkbox"/> Adult Day Care | <input type="checkbox"/> Medicaid | <input type="checkbox"/> Sheltered Employment |
| <input type="checkbox"/> Chore Services | <input type="checkbox"/> Medical/Dental | <input type="checkbox"/> Supported Employment |
| <input type="checkbox"/> Congregate Nutrition | <input type="checkbox"/> Mental Health | <input type="checkbox"/> Transportation* |
| <input type="checkbox"/> Counseling | <input type="checkbox"/> Recreational/Social | <input type="checkbox"/> Volunteer Opportunities |
| <input type="checkbox"/> Education/Training | <input type="checkbox"/> Rehabilitation | <input type="checkbox"/> Welfare/Food Stamps |
| <input type="checkbox"/> Head Start | <input type="checkbox"/> Religious | <input type="checkbox"/> Other (please specify): _____ |
| <input type="checkbox"/> Home-Delivered Meals | <input type="checkbox"/> Residential Care | _____ |
| <input type="checkbox"/> Job Placement | <input type="checkbox"/> Senior Center | _____ |

*If your agency provides only transportation services, skip to question 9.

5. How do individuals get to your agency's on-site services? (*Indicate the percentage for each mode*):

Drive themselves	_____	%
Walk	_____	%
Family, friends, or neighbor	_____	%
Private vehicles driven by agency employee or volunteer	_____	%
Your agency's vehicles	_____	%
Public Transportation	_____	%
Taxi	_____	%
Other (<i>Please Specify</i>): _____	_____	%
TOTAL		Must Equal 100%

6. Estimate the number of clients needing transportation to access your services for each period:

	6:00 am – 9:00 am	9:00 am – Noon	Noon – 3:00	3:00 – 6:00 pm	6:00 pm – 9:00 pm	9:00 pm – Mid Night	Mid Night – 6:00 am
Weekdays	_____	_____	_____	_____	_____	_____	_____
Saturday	_____	_____	_____	_____	_____	_____	_____
Sunday	_____	_____	_____	_____	_____	_____	_____

6-a. Does your agency coordinate program schedules to accommodate transportation service patterns?
☐ Yes ☐ No

7. Does your agency have eligibility requirements for its clients?

- ☐ Age (*please specify*): _____
- ☐ Disability (*please specify*): _____
- ☐ Income (*please specify*): _____
- ☐ Other (*please specify*): _____
- ☐ No Eligibility Requirements

8. Is transportation a barrier for people who seek your agency's services?

- ☐ Yes ☐ No (*skip to question 9*)

8-a. Indicate why transportation is a barrier and rank in priority, with 1 being highest priority.
(check all that apply)

- | | | |
|--|-------|---|
| <input type="checkbox"/> Transportation services are not available | _____ | # |
| <input type="checkbox"/> Existing transportation providers are too costly | _____ | |
| <input type="checkbox"/> Existing transportation services don't operate the same hours as human service agencies | _____ | |
| <input type="checkbox"/> Existing transportation services don't serve locations where services are located | _____ | |
| <input type="checkbox"/> Existing transportation providers only serve their own clients | _____ | |

9. Does your agency fund or provide Transportation Services for its clients?

- ☐ Yes ☐ No (*skip to question 24*)

10. What type of Transportation Services does your agency fund or provide? (*check all that apply*)

- ☐ Demand Response: Routes and schedules vary according to service requests
- ☐ Route or Point Deviation: Semi-fixed route that can vary according to service requests
- ☐ Fixed Route: Routes, stops and schedules do not vary
- ☐ Other (*please describe*): _____

11. How do clients schedule a ride?

- ☐ Phone call to one location for multiple destinations
- ☐ Phone call to multiple locations determined by destination
- ☐ No scheduled services are offered

12. How do you provide vehicles and maintenance? (*check all that apply*)

- ☐ We do not own vehicles (*skip to question 18*)
- ☐ We perform our own vehicle maintenance
- ☐ We own our own vehicles
- ☐ We contract out for maintenance service
- ☐ We lease our vehicles

13. Indicate the number of people on your agency's staff who serve as:

Category	Drivers	Attendants	Dispatchers	Other
Full-Time Transportation Personnel				
Part-Time Transportation Personnel				
Unpaid Transportation Volunteers				

14. Indicate the number of vehicles that your agency has available for client transportation services:

Vehicle Capacity	Number of Vehicles	Number that are Wheelchair lift-equipped
4-9 Passengers		
10-15 Passengers		
16-24 passengers		
25- or more passengers		

15. As a percentage, how occupied are these vehicles when in use for client transportation services?
(Write "No Service" if no service is provided at the time specified)

Vehicle Capacity	Weekdays	Saturday	Sunday
<i>Example</i>	<i>50%</i>	<i>10%</i>	<i>No Service</i>
4-9 Passengers			
10-15 Passengers			
16-24 passengers			
25- or more passengers			

16. For your most recent fiscal year: (FY_____)

#

Is this an estimate or an actual figure? (*circle one*)

How many total miles did your vehicles operate?

Estimate or actual

How many total passengers did you transport?

Estimate or actual

How many total hours were your vehicles in service?

Estimate or actual

17. How many of your vehicles need to be replaced:

#

Now

Within the next year

Within the next five years

Other:_____

18. Indicate when your agency provides transportation services. (*check all that apply*)

	6:00 am – 9:00 am	9:00 am – Noon	Noon – 3:00	3:00 – 6:00 pm	6:00 pm – 9:00 pm	9:00 pm – Mid Night	Mid Night – 6:00 am
Weekdays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. Are clients or employees reimbursed for mileage when using personal vehicles for agency sponsored programs?

- ☐ Yes (*If Yes, please indicate the rate per mile: \$ _____*)
☐ No

20. Please indicate the types of trips that your agency typically provides. (*check all the apply*)

- | | |
|--|---|
| <input type="checkbox"/> Program at your agency (including Day Treatment, Day Training, Recreation, Education, etc.) | <input type="checkbox"/> Employment |
| <input type="checkbox"/> Congregate Meals | <input type="checkbox"/> Education |
| <input type="checkbox"/> Program at another agency | <input type="checkbox"/> Shopping/Personal Business |
| <input type="checkbox"/> Medical appointment | <input type="checkbox"/> Field Trip/Recreation |
| | <input type="checkbox"/> Other; Specify: _____ |

21. How is transportation service funded at your agency?

- ☐ Charging Customers *If so, how much per trip?* _____
- ☐ City, County or special transportation district
- ☐ Donations, United Way, fundraising, volunteers
- ☐ Federal Funds *please specify which program:* _____
- ☐ State Funds *please specify which program:* _____

22. Is your agency's transportation funding restricted to specific groups of customers?

- ☐ Yes ☐ No (*if no, skip to question 23*)

22-a. How are transportation funds restricted? Funds are for: (*Check all that apply*)

- | | | |
|---|---|-----------------------------------|
| <input type="checkbox"/> People with disabilities | <input type="checkbox"/> People with low income | <input type="checkbox"/> Students |
| <input type="checkbox"/> Veterans | <input type="checkbox"/> Children | <input type="checkbox"/> Seniors |
| <input type="checkbox"/> Other (<i>please specify</i>): _____ | | |

22-b. Is the funding restriction (*select one*):

- ☐ Agency Policy? ☐ Funding Source Requirement?

23. Are your agency's transportation trips restricted to specific groups of customers?

- ☐ Yes ☐ No (*if no, skip to question 24*)

23-a. How are transportation trips restricted? Trips are for: (*check all that apply*)

- | | | |
|---|---|---------------------------------------|
| <input type="checkbox"/> This Agency's Services | <input type="checkbox"/> Emergencies | <input type="checkbox"/> Job training |
| <input type="checkbox"/> Medical Visits | <input type="checkbox"/> Nutrition | <input type="checkbox"/> School |
| <input type="checkbox"/> Veteran Services | <input type="checkbox"/> Other (<i>please specify</i>): _____ | |

23-b. Are the trip restrictions (*select one*):

- ☐ Agency Policy? ☐ Funding Source Requirement?

24. Do your clients routinely have transportation needs that your agency cannot serve?

☐ Yes (*please describe*)

☐ No

25. Thinking of your agency or organization, what transportation needs are not being met adequately?
Please be specific; include any special needs or requirements your clients may have.

26. What types of strategies or actions would you recommend for improving transportation services for elderly, low-income, or disabled members of your community?

27. Indicate your current level of and/or interest in transportation coordination (*check all that apply*):

	We already do this	We are interested in doing this	We are not interested in doing this
Networking with transportation/human service providers to explore coordination opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contracting to provide transportation service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Centralized scheduling, dispatch and vehicle tracking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sharing of vehicles among agencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Centralized fuel purchasing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consolidating services to a single provider	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contracting to purchase transportation service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cooperatively purchasing vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collaborate in writing grant applications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pooling training resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pooling financial resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pooling insurance resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shared driver/staff training programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (<i>please specify</i>):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thank you for completing this survey! Your assistance is greatly appreciated and will assist UDOT and United We Ride in improving transportation services for members of your community.

Once completed, please return this survey to:

RCTP Project Team
H.W. Lochner
310 East 4500 South, suite 600
Murray, Utah 84107

Questions? Contact Us:
e-mail: rctp@hwlochner.com
Toll Free: (866) 335-1960



Visit the project website at
www.udot.utah.gov/rctputah



Systems Planning & Programming



Transit Team

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